CALIFORNIA PUBLIC SAFETY DISPATCHER JOB ANALYSIS VALIDATION REPORT

Irene L. Wong-Chi, M.A.

Senior Personnel Selection Consultant

Strategic Communications and Research Bureau

California Commission on Peace Officer Standards and Training

JULY 2022

California Public Safety Dispatcher Job Analysis Validation Report

Irene L. Wong-Chi, M.A.

Senior Personnel Selection Consultant

Strategic Communications and Research Bureau

California Commission on Peace Officer Standards and Training

POST MISSION STATEMENT

The mission of the California Commission on Peace Officer Standards and Training (POST) is to continually enhance the professionalism of California law enforcement in serving its communities.

POST COMMISSIONERS

Joyce Dudley   District Attorney
Chair   Santa Barbara County

Rick Braziel   Educator
Vice Chair   Humboldt State University

Alan Barcelona   Special Agent
Commissioner   Department of Justice

Rob Bonta   Attorney General
Ex-Officio Member   Department of Justice

Ingrid Braun   Sheriff
Commissioner   Mono County

Barry Donelan   Sergeant
Commissioner   Oakland Police Department

P. Lamont Ewell   Public Member
Commissioner

Kelly Gordon   Chief
Commissioner   Monterey Park Police Department

Geoff Long   Public Member
Commissioner

Tina Nieto   Chief
Commissioner   Marina Police Department

James O'Rourke   Sergeant
Commissioner   California Highway Patrol

Manny Alvarez   POST Executive Director

ACKNOWLEDGMENTS

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

CHAPTER 1: INTRODUCTION

BACKGROUND

Public safety dispatchers play a vital role in the law enforcement/public safety system. Dispatchers are usually the first point of public contact for various emergency and non-emergency complaints and requests for service, including law enforcement and other related public safety incidents, such as medical emergencies and fires. They are responsible for facilitating a timely field unit response and often provide information critical to the safety of both citizens and public safety field personnel. Their role is largely one of information processing—obtaining, evaluating, and disseminating various types of public safety-related information.

Legislation was enacted in the late 1980s requiring the California Commission on Peace Officer Standards and Training (POST) to establish statewide minimum standards for the selection and training of public safety dispatchers [Penal Code Section 13510(c)]. In 1991, POST completed a statewide job analysis of entry-level safety dispatchers (Weiner, 1991). The job analysis identified the core common elements of the dispatcher job as it was performed statewide and defined these in terms of both job elements and job requirements.

Although the 1991 public safety dispatcher job analysis served POST well by providing information essential for establishing existing dispatcher selection and training standards, changes in technology called into question the currency and completeness of the 1991 study. Therefore, a Public Safety Dispatcher Job Analysis Update was completed in 2011 (POST, 2011), which captured changes to the dispatcher job that had occurred since 1991, with the intent and focus on dispatcher training and curriculum.

PURPOSE OF THE JOB ANALYSIS

POST conducted a validation study to identify and define critical job activities performed by entry-level public safety dispatchers in the state of California. This job analysis is part of POST's comprehensive review of the practice of dispatchers in California. The purpose of this job analysis is to define the practice of dispatchers in terms of the actual job tasks that new entry-level dispatchers must be able to perform safely and competently. The results of this job analysis will be used to validate the content of the POST Entry-Level Dispatcher Selection Test Battery (PELDSTB), serve as the foundation for updating the Public Safety Dispatchers' Basic Course, and aid in any future dispatcher research projects.

CONTENT VALIDATION STRATEGY

To ensure that the job analysis reflects the actual tasks performed by entry-level dispatchers, POST implemented a content validation strategy. This strategy involved both the observation and interview of a diverse cross section of dispatchers in their workplace to gain a comprehensive understanding of the actual duties performed on the job. POST drafted preliminary task statements and used the technical expertise of dispatchers to verify the comprehensiveness and accuracy of draft statements. Dispatcher expertise was also employed to ensure that the identified task and knowledge statements directly reflect requirements for performance in current practice.

ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

Several federal and state laws and regulations, as well as professional guidelines and technical standards must be strictly adhered to when developing professional selection and training criteria. For the purpose of job analyses, the following laws and guidelines are authoritative:

- California Fair Employment and Housing Act, Government Code Section 12944

- Civil Rights Act of 1991, 42 U.S. Code, Section 2000e-2

- Uniform Guidelines on Employee Selection Procedures (1978), Code of Federal Regulations, Title 29, Section 1607

- *Principles for the Validation and Use of Personnel Selection Procedures* (2018), Society for Industrial and Organizational Psychology (SIOP)

- *Standards for Educational and Psychological Testing* (2014), American Educational Research Association, American Psychological Association, and National Council on Measurement in Education

For an examination program to meet these standards, it must be solidly based upon the job activities required for practice. All applicable codes, laws, standards, and regulations were followed when conducting this job analysis.

CHAPTER 2: SURVEY DEVELOPMENT

LITERATURE REVIEW

The first step in conducting a job analysis is to become familiar with the profession in order to obtain a better understanding of the profession's job, duties, function, organizational culture, terminology, equipment, as well as past, present, and future trends. Obtaining this level of knowledge is essential for conducting subsequent steps in the job analysis process. It is beneficial for the facilitator to possess a thorough understanding of the subject matter. To accomplish this, POST staff conducted a literature review of prior job analysis studies conducted by California POST as well as several articles retrieved via websites regarding the current trends in the field of dispatcher work (see Appendix A for the complete list of literature review sources).

UTILIZATION OF EXPERTS

POST identified dispatchers who represent diverse practice settings to provide technical expertise as subject matter experts (SMEs) in all phases of the job analysis. Some of the dispatchers participated in individual interviews/sit-alongs. Others participated in focus group meetings to develop and review job task and knowledge statements, as well as other pertinent survey information. In addition to including information from SMEs in all types of practice settings (i.e., Police Departments, Sheriff's Departments, California Highway Patrol, and Joint Powers Authority), POST ensured that SMEs represented agencies of various sizes (i.e., small, medium, and large), various geographic locations throughout the state (i.e., north, central, and south), and all types of work shifts (i.e., day, swing, and night).

Dispatchers were recruited by contacting the many diverse types of agencies by phone and/or email. POST ensured that SMEs represented a wide range of dispatcher experience, including those with less than five years of experience. (SMEs with less than five years of experience is the standard criteria followed when conducting job analyses in order to maintain the entry-level perspective). Dispatchers were accepted to serve as an SME on a first-come-first-serve basis, and until POST gathered a representative sample.

INTERVIEWS AND SIT-ALONGS

POST conducted an interview/sit-along with one agency in February 2020, prior to the COVID-19 pandemic shutdown. POST resumed interviews/sit-alongs with three additional agencies in August 2021. These interviews/sit-alongs were conducted in agencies located in Northern and Central California, which included two police departments, one California Highway Patrol Communications Center, and one Joint Powers Agency. These agencies were located in four different counties and represented 2 out of the 10 regions of the state (see Table 1 and Figure 1). Interviews/sit-alongs were not conducted in Southern California due to travel restrictions and precautions during the pandemic.

The format of the interviews was open-ended and dynamic, rather than formally structured. As dispatchers were performing a task, POST staff had the opportunity to ask follow-up questions, or ask more detailed questions for clarification.

Dispatchers were informed that POST was updating the job analysis for entry-level dispatchers, and that the purpose of the sit-along was to observe a "day-in-the-life" of a dispatcher in order to identify the tasks dispatchers perform on the job and the knowledge they need to perform those tasks. More specifically, dispatchers were informed that POST was looking for tasks that were new or have been changed since the 2011 job analysis. During the course of the sit-alongs, POST staff informally interviewed dispatchers as to the equipment they used, the tasks they performed (as they were performing them, or immediately after they performed them), and other important dispatcher-related questions to obtain a better understanding of the dispatcher profession.

Table 1
Interviews/Sit-Alongs

Region*	County	Agency	Date of Interview/ Sit-Along
3	San Joaquin	California Highway Patrol - Stockton Communications Center	2/7/2020
2	Placer	Auburn Police Department Dispatch Center	8/17/2021
2	Yolo	Yolo Emergency Communications Agency	8/19/2021
3	Sacramento	Elk Grove Police Department Dispatch Bureau	8/26/2021

* Refer to Figure 1: Map of POST's Geographic Regions

Figure 1
MAP OF POST'S GEOGRAPHIC REGIONS

FOCUS GROUP WORKSHOPS

In January 2020, a round-table discussion was held at the Public Safety Dispatcher Advisory Council Meeting. Prior to the meeting council members were provided the task statements, knowledge statements, and other important job elements and requirements from the prior 2011 job analysis update report. Council members were asked to review the lists on their own prior to the advisory council meeting. During the round-table discussion they provided POST with feedback on their impressions of what needed to be added, deleted, or changed. POST collected, consolidated, and transcribed this information received from the round-table discussion and added the new information collected from the four interviews/sit-alongs to form preliminary lists of task statements, knowledge statements, and other job elements and requirements. POST ensured that the task and knowledge statements had a consistent format and language. The lists were then presented to SMEs in a series of four focus group workshops for review, edit, and feedback (see Table 2 for the list of subject matter experts).

All four workshops were facilitated virtually. The workshops began with a review of the workshop agenda, followed by individual SME introductions, a facilitator background introduction, and information regarding breaks, lunch, and examination security and confidentiality. A Power-Point presentation training was then provided, which covered the purpose, goal, and cycle of the job analysis process, in addition to information about what each specific workshop was to cover.

The first workshop was conducted on September 15, 2021. Two SMEs convened to thoroughly evaluate the technical and conceptual accuracy and comprehensiveness of task statements. The SMEs were asked to review and refine the task statements from the 2011 job analysis, create new task statements for inclusion into this job analysis, and review the content areas of practice. During this workshop the SMEs also reviewed the demographic questions that would be included in the job analysis survey.

The second workshop was conducted on September 22, 2021. Three SMEs convened to thoroughly evaluate the technical and conceptual accuracy, and comprehensiveness, of knowledge statements. The SMEs were asked to review and refine the knowledge statements from the 2011 job analysis, create new knowledge statements for inclusion into this job analysis, and review the content areas of practice. The SMEs also evaluated all new job tasks to ensure there was a linkage to an associated knowledge statement, and to increase the comprehensiveness of linkage accuracy. The SMEs made appropriate changes as necessary.

The third workshop was conducted on September 29, 2021. Three SMEs convened to thoroughly evaluate the other important dispatcher job elements and requirements needed for data collection. These materials included dispatcher skills, abilities, and traits, as well as incidents that they may be called upon to handle on the job.

The fourth workshop was conducted on October 6, 2021. Two SMEs convened to thoroughly evaluate the remaining important dispatcher job elements and requirements

needed for data collection. These materials included dispatcher equipment and systems they may use; field personnel they may have contact with; referral and mutual aid agencies they may have contact with; and resource materials they may use on the job.

Table 2

Focus Group Workshops (Survey Development)

Date of Workshop	Subject Matter Expert	Agency
September 15, 2021	Jennifer Dwyer	POST employee and former dispatcher
	Marla Swan	Sacramento Police Department
September 22, 2021	Kristy Dorton	Sacramento Police Department
	Marla Swan	Sacramento Police Department
	Allenna Wiggins	Alameda County Sheriff's Office
September 29, 2021	Beth Baron	Sacramento Police Department
	Susan Farley	Santa Barbara County Sheriff's Office
	Loren Ferreira	Chico Police Department
October 6, 2021	Celyce Lyons	Berkeley Police Department
	Kimberly Turner	San Bernardino County Sheriff's Department

PILOT SURVEY

Based on input from the four focus group workshops, revisions were made to the task statements, knowledge statements, as well as other important dispatcher job elements and requirements, then drafted into a survey for pilot testing. An online web link to the survey was sent to all dispatchers that participated in the four focus group workshops for their final review and feedback. The survey was also sent to two POST Bureau Chiefs for their review and feedback.

The survey was divided into eleven specific sections. The first section asked dispatchers about themselves, their work setting, and their agency. The purpose of the demographics section was to develop an accurate profile of the respondents and to allow for further analyses of the respondents' ratings.

The second section asked dispatchers to rate each job task statement using two rating scales: (1) how often they perform the task (Frequency) and (2) how important the task is to performance of their current job (Importance).

The third section asked dispatchers to rate each knowledge statement using one rating scale: (1) how important the knowledge is to performance of tasks in their current job (Importance).

The remaining sections (i.e., sections 4-11) asked dispatchers to respond to other important dispatcher job elements and requirements:

- Skills
- Abilities
- Traits
- Incidents
- Equipment and Systems
- Field Personnel
- Referral and Mutual Aid Agencies
- Resource Materials

The purpose of the pilot survey was to elicit feedback regarding the technical accuracy of the task and knowledge statements, the comprehensiveness of the job elements and requirements, the estimated time for completion, online navigation, and ease of use of the survey. Information collected from the pilot survey was gathered from October 18, 2021, to November 5, 2021. A total of seven out of nine workshop SMEs reviewed and responded to the pilot survey.

FINAL SURVEY

Feedback received from the pilot survey was reviewed and minor changes were incorporated, as needed, for improved clarification in the final survey. These small editorial changes occurred in the demographics, tasks, incidents, and field personnel sections. No changes were needed to any rating format or rating scale.

SAMPLING AND RECRUITMENT STRATEGIES

The final version of the survey (see Appendix B) was distributed for six weeks, from November 29, 2021, to January 10, 2022. At the time of survey distribution there were 7,947 dispatchers in the state of California. This number includes the ranks of 6,970 dispatchers, 161 dispatch managers, 788 dispatch supervisors, and 28 record supervisors/dispatchers. A stratified random sampling of entry-level dispatchers (i.e., less than five years of experience) was not used for this job analysis because many of the SMEs reported that, given the nature of the job and high turnover rate due to burnout, the average tenure of a dispatcher is not long-term. Therefore, a mass email was distributed to all POST Learning Portal PASS account users with Public Safety Dispatcher as their interest area. The purpose was to elicit a greater increase in the number of responses as opposed to a stratified random sampling. As a result, a total of 3,676 users received the survey by mass email.

In addition to the mass email to POST Learning Portal PASS accounts, other recruitment strategies and marketing methods were also undertaken to increase survey participation. To do so, POST enlisted the help of POST's Public Safety Dispatch Manager, Jennifer Dwyer, whose additional strategies and methods for survey recruitment included:

- Making an announcement about the survey within the Dispatcher POST Learning Portal site
- Advertising the survey on POST's social media (Facebook, Twitter, Instagram)
- Providing a flyer to POST regional consultants and asking them to share with any dispatch contacts in their region
- Asking The Association of Public-Safety Communications Officials and The California Chapter of the National Emergency Number Association to help share the survey information
- Asking members of the Public Safety Dispatch Advisory Council to help share the survey information
- Asking Cal OES to send the survey information to all dispatch center managers

CHAPTER 3: DATA ANALYSIS AND SURVEY RESULTS

RESPONSE RATE

A total of 932 (25%) dispatchers responded to the survey. However, the final sample size included in the data analysis is 401 (11%). This response rate reflects two adjustments. First, data from respondents who indicated they were not currently working as a dispatcher in California were excluded from analysis. Second, incomplete and partially completed surveys were removed from the sample. Based on a review of the demographic composition, the respondent sample is representative of the population of dispatchers.

The job analysis survey online format allowed for several enhancements to the survey and the data collection process. As part of the development, configuration, and analysis of the survey, various criteria were established to ensure the integrity of the data. For example, respondents were included in the analysis if they rated at least 90% of the task statements (i.e., respondents only left 10% of the task statements blank). Table 3 displays the survey response rate.

It should be noted, however, that due to the nature of the dispatcher job, multiple dispatchers often use the same computer in different work shifts. To allow multiple users on the same computer, no cookies were stored in the browser to remember their survey responses. Once a respondent exits the survey, they are not allowed to edit any of their responses. If a respondent exits the survey and then re-enters the survey at a later time, the survey registers them as a new respondent. It does not update their existing responses, so they must restart the survey from the beginning. Therefore, there could be a few instances where respondents were counted twice in the final sample size if they exited the survey before completing it, and then restarted the survey from the beginning at a later time. However, to minimize the likelihood of this occurrence, respondents were provided with instructions to complete the survey within their work shift. It was also highly recommended to the respondents that they minimize the survey window (not exit it) when they needed to attend to their other dispatcher duties. This would allow them to complete the survey at their leisure throughout their work shift.

Table 3
Survey Response Rate

	N	%
Total number of dispatchers in California at the time of survey distribution	7,947	
Number of dispatchers who received the survey via mass email from the POST Learning Portal PASS accounts	3,676	
Number of dispatchers accessing the survey*	932	25%
Number of surveys eliminated due to respondents not currently working as a dispatcher	36	
Number of surveys eliminated due to incomplete and partially completed responses**	495	
Number of surveys in final data analysis	**401**	**11%**
	N	%
Total number of California counties	58	
Number of California counties represented in the survey	**49**	**84%**

*Note: This number includes dispatchers who may have accessed the survey through either the POST Learning Portal PASS account mass email or by one of the other recruitment strategies and methods.

**Note: Surveys with more than 10% of incomplete task statement responses were removed from the final data analysis.

A total of 49 (84%) of the 58 counties in California were represented. To maintain confidentiality and anonymity of all survey respondents, specific agency data was not collected. Instead, respondents were asked to indicate in which county their agency is located, thus combining multiple agencies together to provide group trend information by county, and to protect the identities of individual respondents.

RELIABILITY OF RATINGS

The job task and knowledge ratings from the survey were evaluated with a standard index of reliability called coefficient alpha (α) that ranges from 0 to 1. Coefficient alpha is an estimate of the internal consistency of the respondents' ratings of the job task and knowledge statements. Coefficients were calculated for all respondent ratings.

Table 4 displays the reliability coefficients for the task statement rating scales in each content area. The overall ratings of task frequency and task importance across content areas were highly reliable (α Frequency = .96 and α Importance = .96) Table 5 displays the reliability coefficients for the knowledge statement rating scale in each content area. The overall ratings of knowledge importance across content areas were highly reliable (α = .99). These results indicate that the responding dispatchers rated the task and knowledge statements consistently throughout the survey.

Table 4
Task Scale Reliability (coefficient alpha)

Content Area	Number of Tasks	Frequency	Importance
I. Screening Complaints and Incidents	39	.92	.90
II. Providing Information to the Public and Other Agencies	23	.87	.86
III. Monitoring Field Units and Emergency Systems	8	.76	.75
IV. Dispatching Personnel and Resources	11	.79	.80
V. Providing Information to Field Units	16	.91	.90
VI. Reporting and Recordkeeping	13	.82	.83
VII. Facility Operations	12	.82	.83
VIII. Training	4	.76	.78
Total	126	.96	.96

Table 5

Knowledge Scale Reliability (coefficient alpha)

Content Area	Number of Tasks*	Importance
I. Work Environment and Conduct	17	.85
II. Communication Center Operations	15	.90
III. Law	26	.97
IV. Incident-Taking	24	.96
V. Dissemination of Information	19	.94
VI. Radio Dispatching	23	.97
VII. Law Enforcement Information Systems	10	.96
VIII. Public Safety-Related Agencies	6	.94
IX. Communication Equipment and Resources	8	.89
X. Training	7	.96
Total	155	.99

*Note: Although one (1) knowledge statement was removed from the list of core knowledge statements because it is no longer used (see Appendix C), this table depicts the reliability results for the total number of knowledge statements originally presented in the survey. Overall, the dispatchers rated the knowledge statements consistently throughout the survey, whether the one knowledge statement was eliminated or not.

OVERVIEW OF RESULTS WORKSHOP

Following the collection and analysis of survey data, a focus group workshop was conducted on March 15-16, 2022, in Anaheim, California. In this final results workshop, 10 SMEs (see Table 6) convened to review the results of the survey, determine core items, establish whether there should be a critical cut-off value, and perform task linkages to knowledge, skills, abilities, and traits.

Table 6

Focus Group Workshop (Survey Results)

Date of Workshop	Subject Matter Expert	Agency
March 15-16, 2022	Carlee Davis	California Highway Patrol
	Susan Farley	Santa Barbara County Sheriff's Office
	Margie Gemende	Riverside County Sheriff's Department
	Joshua Goldmark	West Cities Communications Center/La Habra Police Department
	Celyce Lyons	Berkeley Police Department
	Sheri Marshall	Chico Police Department
	Garrin Smith	San Diego Police Department
	Terri Suggett	Placer County Sheriff's Office
	Patricia Tachias	Beverly Hills Police Department
	Allenna Wiggins	Alameda County Sheriff's Office

DEMOGRAPHIC SUMMARY

The workshop SMEs evaluated the survey's demographic data to obtain an overview of the responding population. This information can be used, if needed, to help explain why certain statements or items may have been answered in a particular way. The information can also be used to help validate the need to facilitate more in-depth studies in areas of particular interest to the field. The demographic results are summarized as follows (see Table 7 through Table 19, and Figure 2 through Figure 13):

- 62.6% are from police departments
- 28.7% are from an agency with 51-150 people
- 68.1% have worked as a dispatcher for more than 10 years
- 73.6% work more than 40 hours per week
- 57.1% work the day shift
- 56.6% are dispatchers (as opposed to supervisors, managers, administrators, etc.)
- 76.6% completed a psychological assessment for employment
- 98.0% do not take video calls at their agency
- 78.1% identify as female
- 62.8% identify as White, not Hispanic
- 33.2% are between the ages of 45-54 years
- 44.9% have attended some college

Although the demographic question regarding current work shift was broken down into day, swing, and night (graveyard) responses, POST staff acknowledge that the total number of work hours within each shift (i.e., 8-hour, 10-hour, or 12-hour) can vary depending on agency.

However, since each agency differs in terms of what they define as day, swing, and night, it was determined that the options for this question should be kept at a very general level and allow respondents to answer according to what they consider day, swing, and night shifts to be (i.e., without defining specific hours within each shift). The sole purpose was to ensure that POST captured a sampling of different shifts overall, rather than breaking down the number of hours per shift at any specific level.

Table 7
Type of Agency

Agency	Frequency	Percent
Police Department	251	62.6
Sheriff Department	70	17.5
California Highway Patrol	3	0.7
Campus-Based	24	6.0
Joint-Powers/Consolidated	33	8.2
Other	20	5.0
Total	**401**	**100.0**

Figure 2
Type of Agency
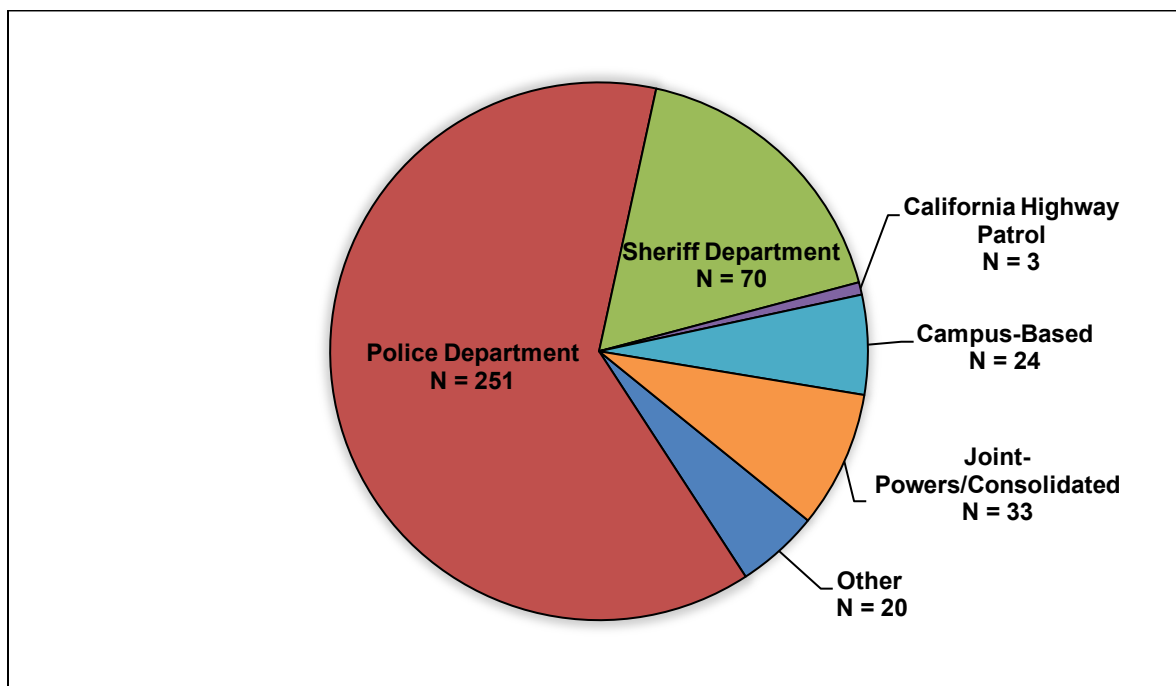
Table 8
Agency Size

Size*	Frequency	Percent
Less than 50	92	22.9
51 – 150	115	28.7
151 – 300	62	15.5
301 – 1,000	55	13.7
More than 1,000	75	18.7
Total	399	99.5
Missing	2	0.5
Total	**401**	**100.0**

*Note: Agency size includes sworn and non-sworn.

Figure 3
Agency Size
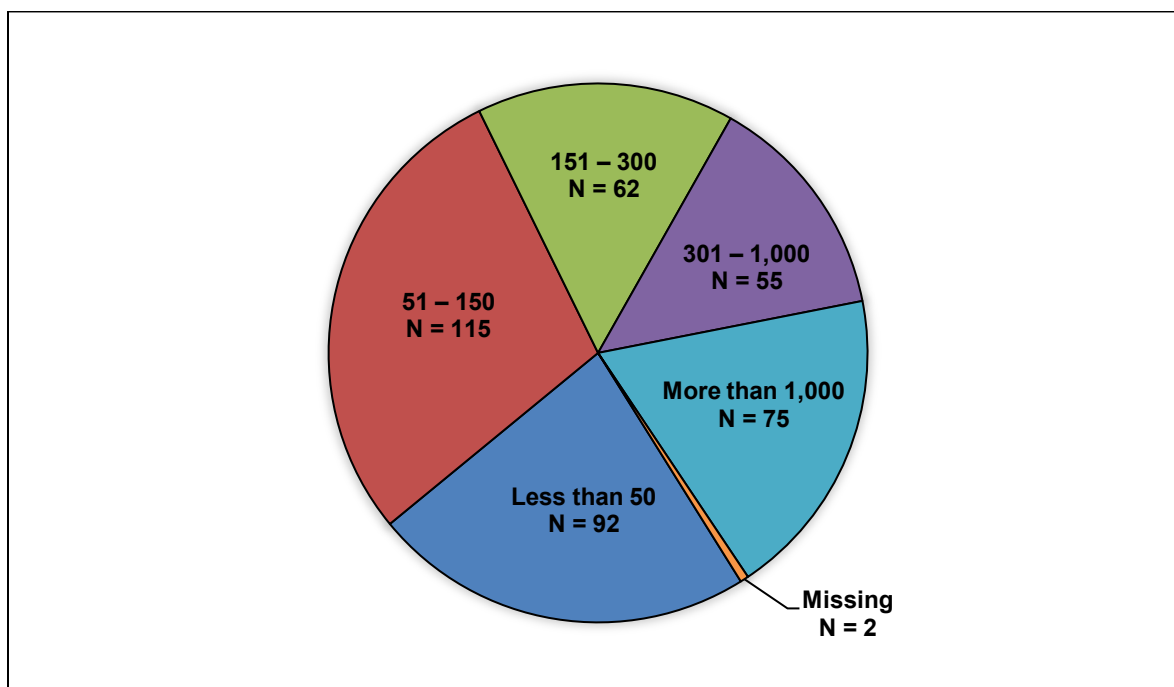
Table 9
Years as a Dispatcher

Years	Frequency	Percent
Less than 1 year	7	1.7
1 year to 2 years	18	4.5
2 to 4 years	33	8.2
4 to 6 years	29	7.2
6 to 8 years	20	5.0
8 to 10 years	19	4.7
More than 10 years	273	68.1
Total	399	99.5
Missing	2	0.5
Total	**401**	**100.0***

*Note: Percentages may not add to 100 due to rounding.

Figure 4
Years as a Dispatcher
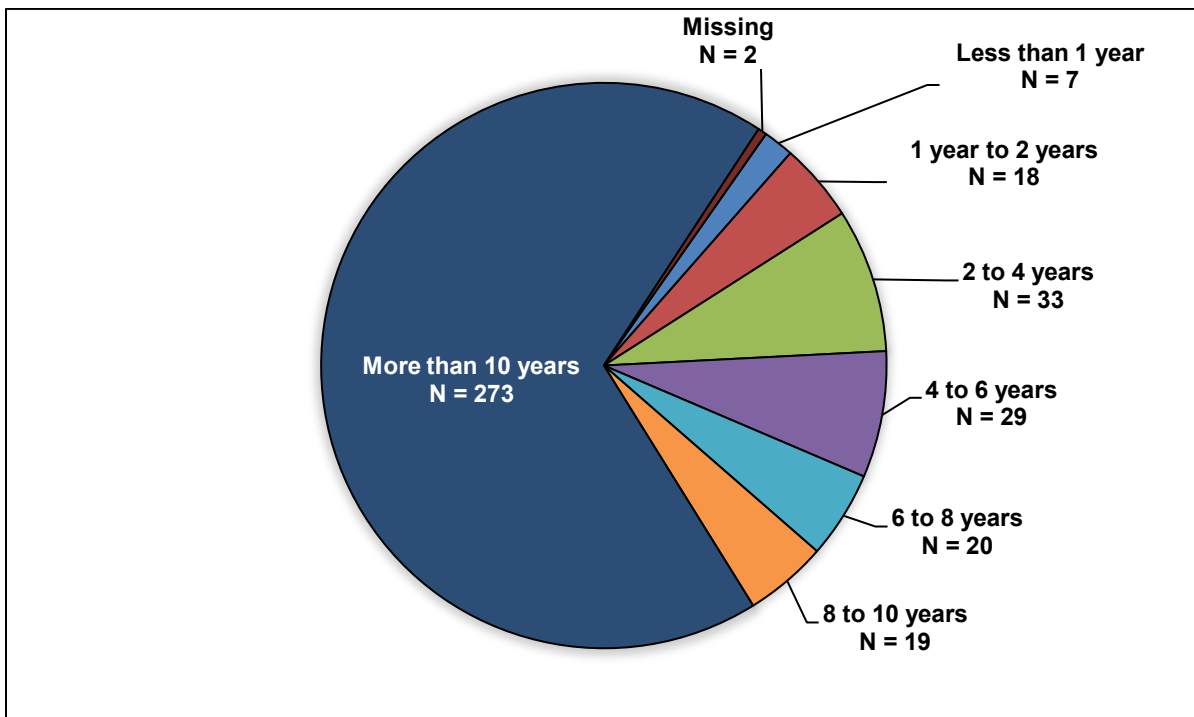
Table 10
Hours of Work Per Week

Hours	Frequency	Percent
Less than 10 hours	10	2.5
11 to 20 hours	16	4.0
21 to 30 hours	10	2.5
31 to 40 hours	70	17.5
More than 40 hours	295	73.6
Total	**401**	**100.0***

*Note: Percentages may not add to 100 due to rounding.

Figure 5
Hours of Work Per Week
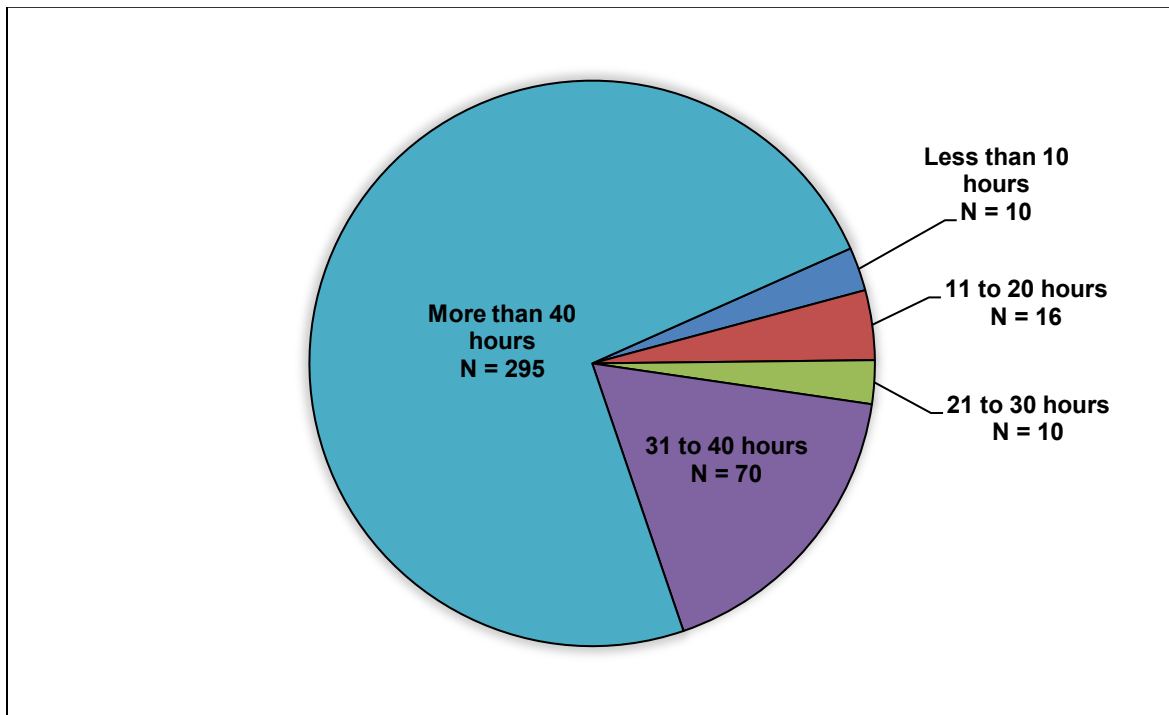
Table 11
Work Shift

Shift	Frequency	Percent
Day	229	57.1
Swing	60	15.0
Night (graveyard)	108	26.9
Total	397	99.0
Missing	4	1.0
Total	**401**	**100.0**

Figure 6
Work Shift
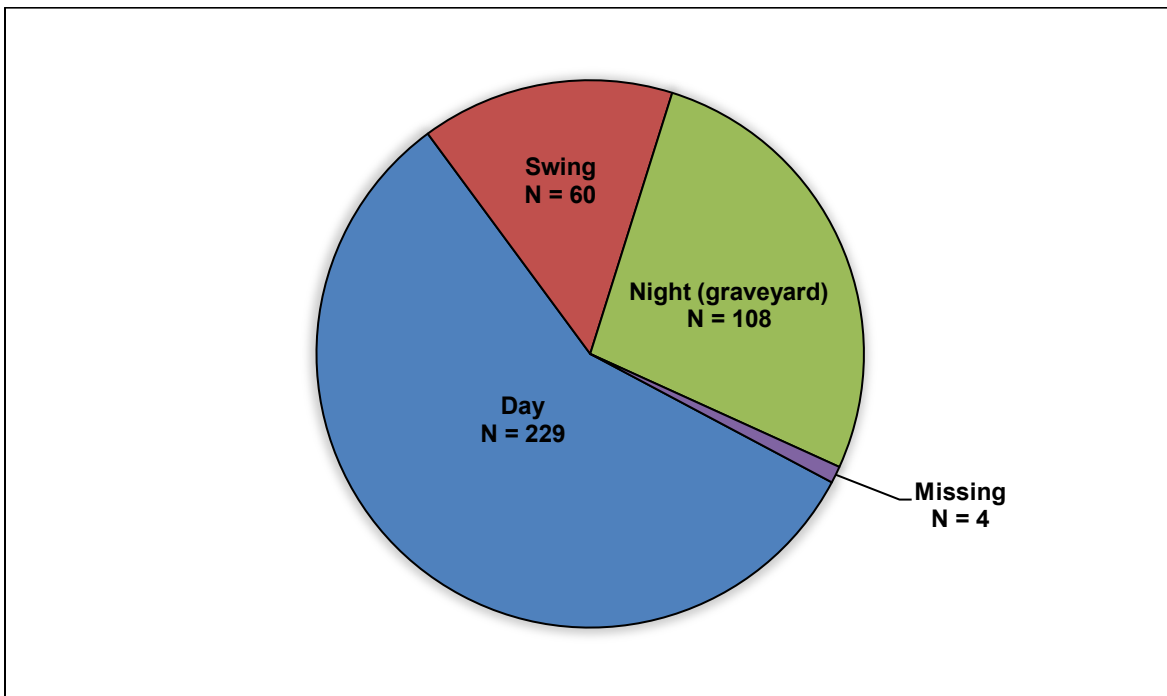
Table 12
Position

Position	Frequency	Percent
Dispatcher	227	56.6
Supervisor	112	27.9
Manager	24	6.0
Administrator	3	0.7
Other	35	8.7
Total	**401**	**100.0***

*Note: Percentages may not add to 100 due to rounding.

Figure 7
Position
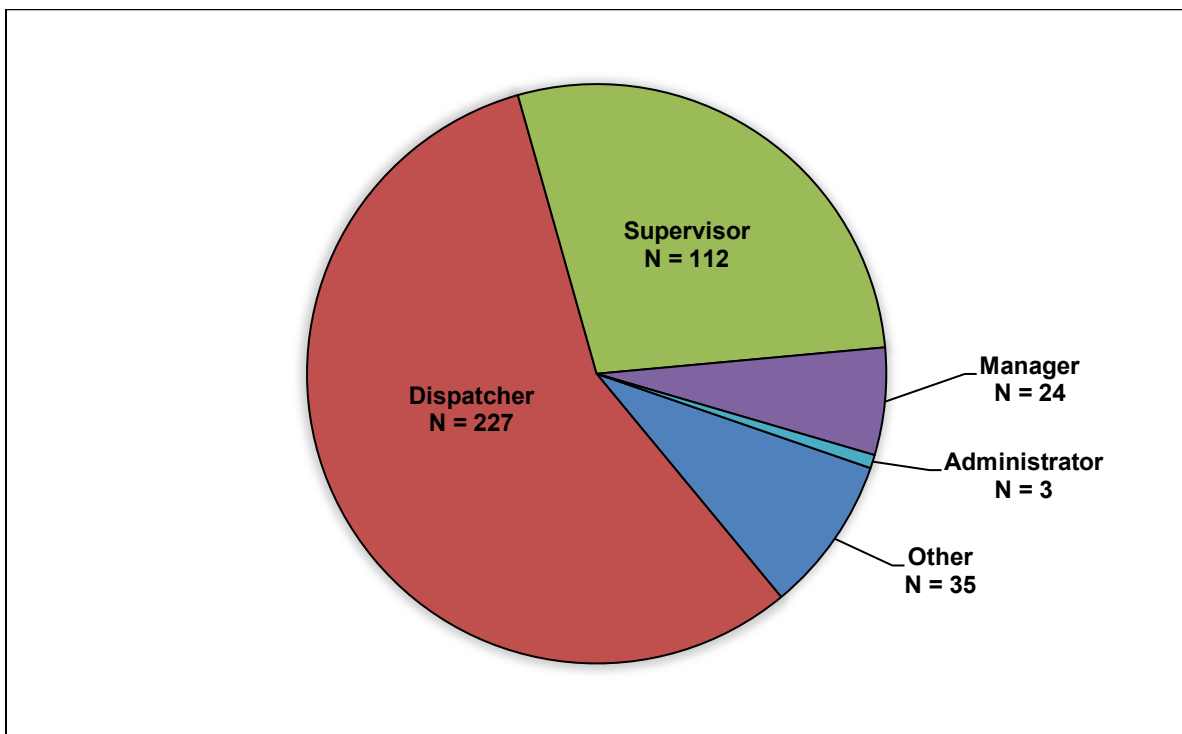
Table 13
Psychological Assessment

Psychological Assessment	Frequency	Percent
Yes	307	76.6
No	93	23.2
Total	400	99.8
Missing	1	0.2
Total	**401**	**100.0**

Figure 8
Psychological Assessment
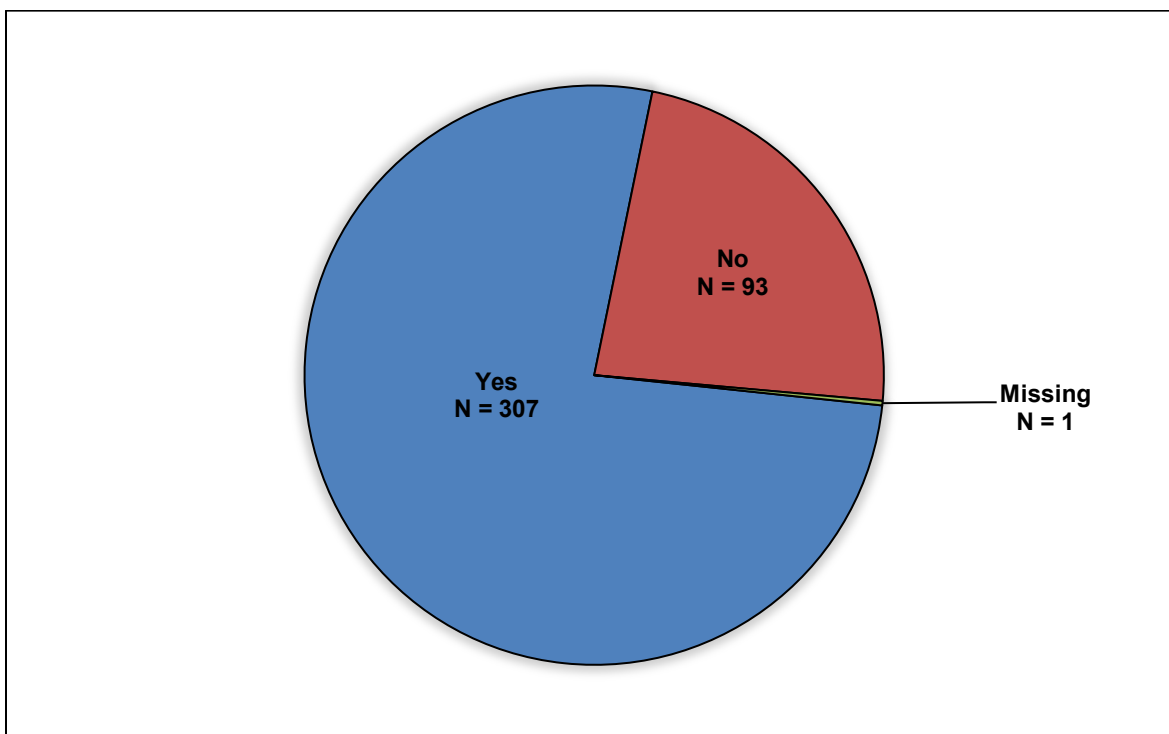
Table 14

Video Calls

Video Calls	Frequency	Percent
Yes	8	2.0
No	393	98.0
Total	**401**	**100.0**

Figure 9

Video Calls
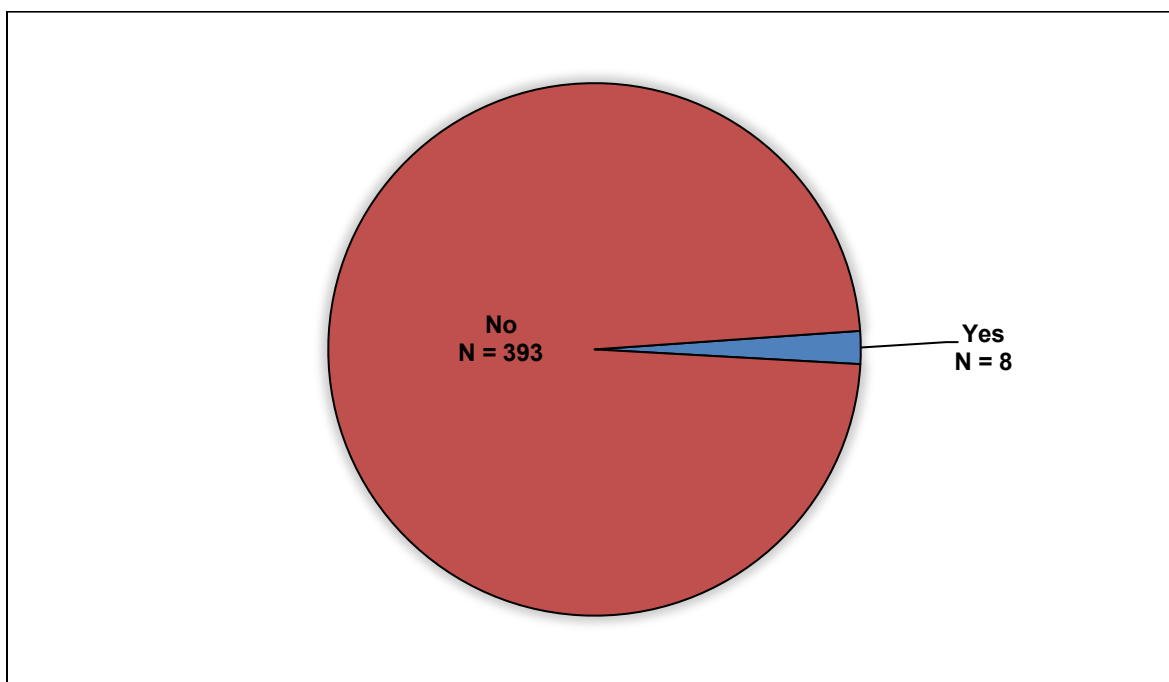
Table 15
County

County		Frequency	Percent
01	Alameda	15	3.7
02	Alpine	0	0.0
03	Amador	0	0.0
04	Butte	16	4.0
05	Calaveras	1	0.2
06	Colusa	3	0.7
07	Contra Costa	9	2.2
08	Del Norte	0	0.0
09	El Dorado	4	1.0
10	Fresno	10	2.5
11	Glenn	1	0.2
12	Humboldt	8	2.0
13	Imperial	1	0.2
14	Inyo	0	0.0
15	Kern	22	5.5
16	Kings	3	0.7
17	Lake	3	0.7
18	Lassen	1	0.2
19	Los Angeles	58	14.5
20	Madera	0	0.0
21	Marin	9	2.2
22	Mariposa	0	0.0
23	Mendocino	5	1.2
24	Merced	2	0.5
25	Modoc	2	0.5
26	Mono	0	0.0
27	Monterey	9	2.2
28	Napa	0	0.0
29	Nevada	0	0.0
30	Orange	23	5.7
31	Placer	8	2.0
32	Plumas	1	0.2
33	Riverside	13	3.2
34	Sacramento	9	2.2

	County	Frequency	Percent
35	San Benito	1	0.2
36	San Bernardino	27	6.7
37	San Diego	14	3.5
38	San Francisco	5	1.2
39	San Joaquin	3	0.7
40	San Luis Obispo	8	2.0
41	San Mateo	17	4.2
42	Santa Barbara	10	2.5
43	Santa Clara	27	6.7
44	Santa Cruz	1	0.2
45	Shasta	3	0.7
46	Sierra	2	0.5
47	Siskiyou	1	0.2
48	Solano	3	0.7
49	Sonoma	12	3.0
50	Stanislaus	3	0.7
51	Sutter	1	0.2
52	Tehama	2	0.5
53	Trinity	1	0.2
54	Tulare	2	0.5
55	Tuolumne	1	0.2
56	Ventura	13	3.2
57	Yolo	4	1.0
58	Yuba	3	0.7
Total		400	99.8
Missing		1	0.2
Total		**401**	**100.0***

*Note: Percentages may not add to 100 due to rounding.

Table 16
Gender

Gender	Frequency	Percent
Female	313	78.1
Male	81	20.2
Prefer not to answer	6	1.5
Total	400	99.8
Missing	1	0.2
Total	**401**	**100.0**

Figure 10
Gender
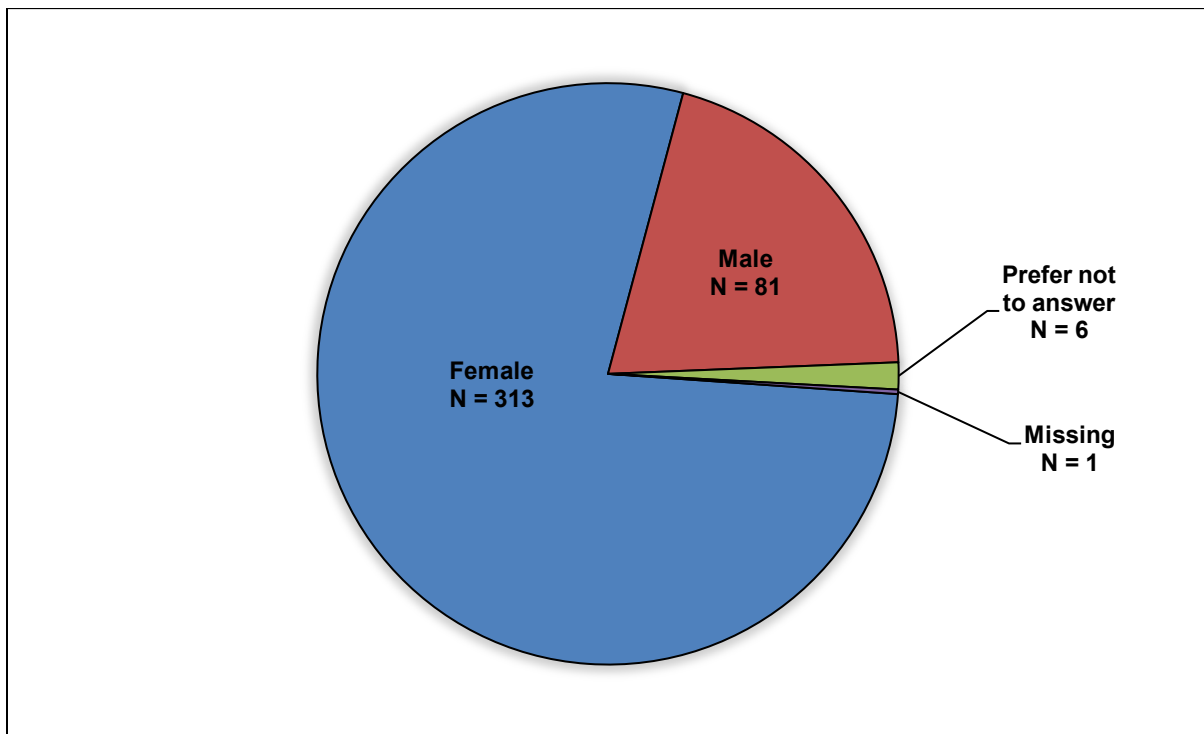
Table 17
Ethnicity

Ethnicity	Frequency	Percent
African American, not Hispanic	9	2.2
American Indian or Alaska Native	1	0.2
Asian	8	2.0
Filipino	2	0.5
Hispanic or Latino	79	19.7
Pacific Islander	3	0.7
White, not Hispanic	252	62.8
More than one race	26	6.5
Prefer not to answer	21	5.2
Total	**401**	**100.0***

*Note: Percentages may not add to 100 due to rounding.

Figure 11
Ethnicity

29
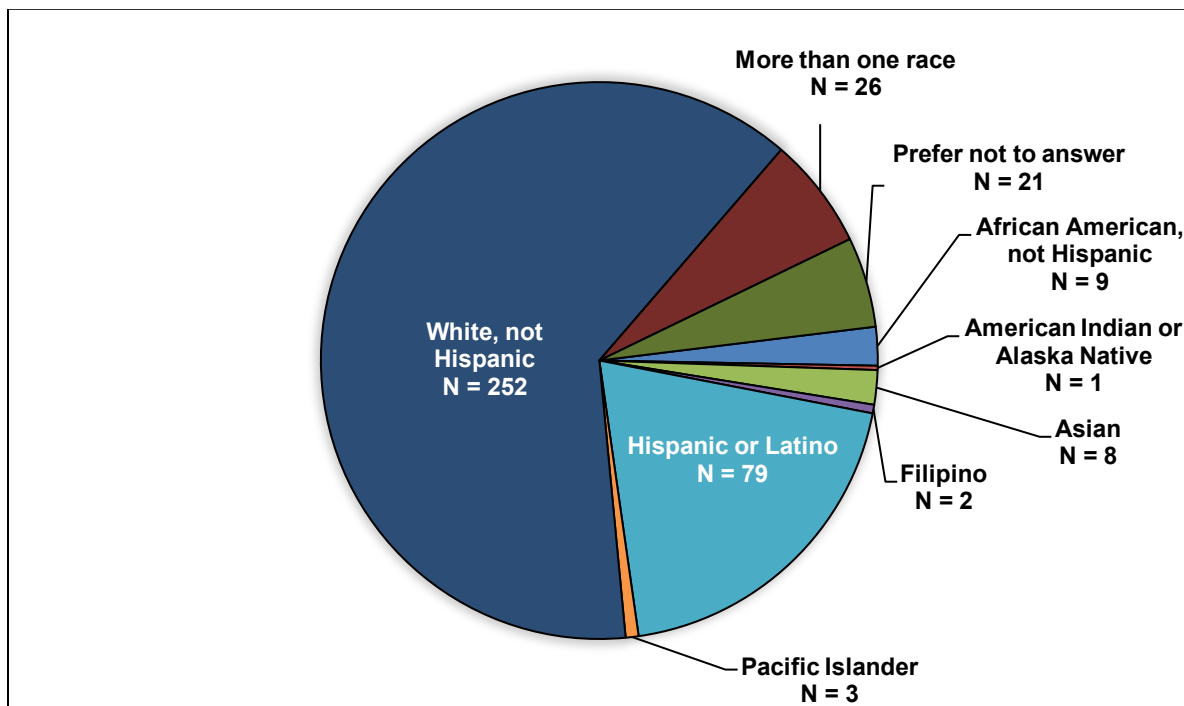
Table 18

Age

Age	Frequency	Percent
Under 19 years	1	0.2
20 – 24 years	8	2.0
25 – 34 years	70	17.5
35 – 44 years	131	32.7
45 – 54 years	133	33.2
55 – 59 years	33	8.2
Over 60 years	16	4.0
Prefer not to answer	9	2.2
Total	**401**	**100.0**

Figure 12

Age
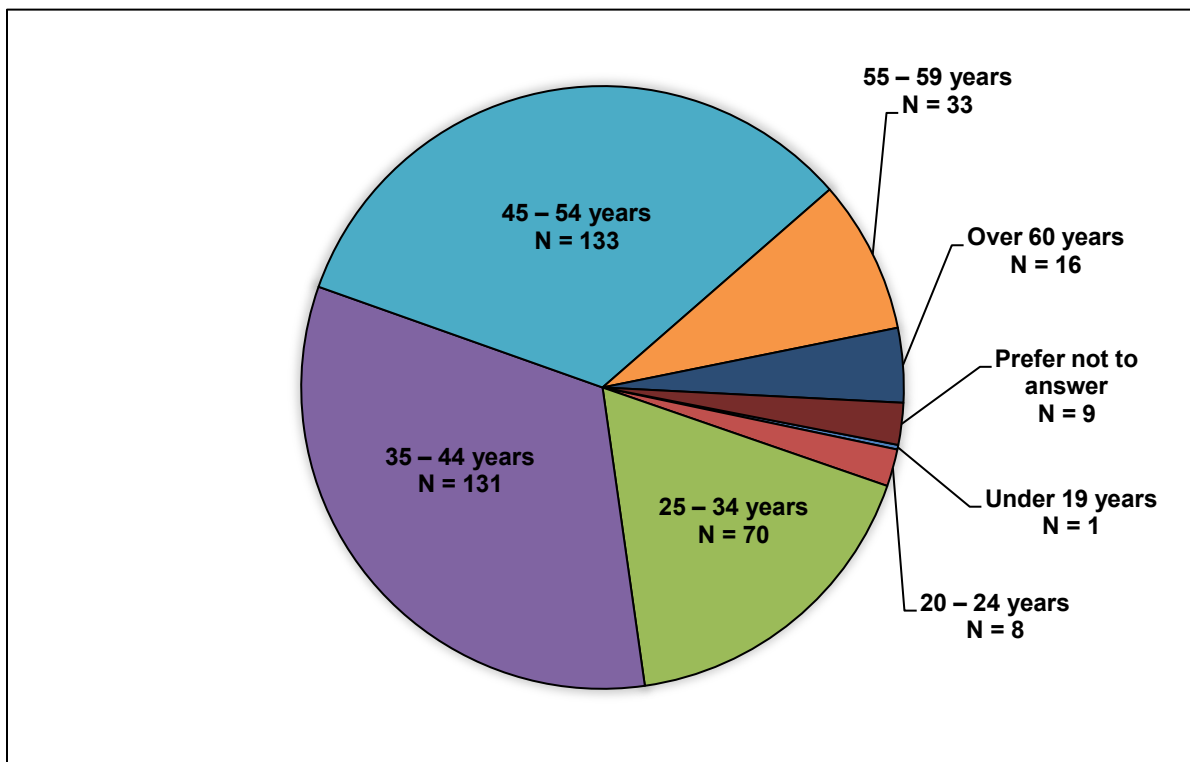
Table 19
Highest Level of Education

Education	Frequency	Percent
High School or GED	24	6.0
Some College	180	44.9
Associate Degree	65	16.2
Bachelor's Degree	103	25.7
Master's Degree	24	6.0
Doctorate Degree	0	0.0
Prefer not to answer	3	0.7
Other formal education	2	0.5
Total	**401**	**100.0**

Figure 13
Highest Level of Education
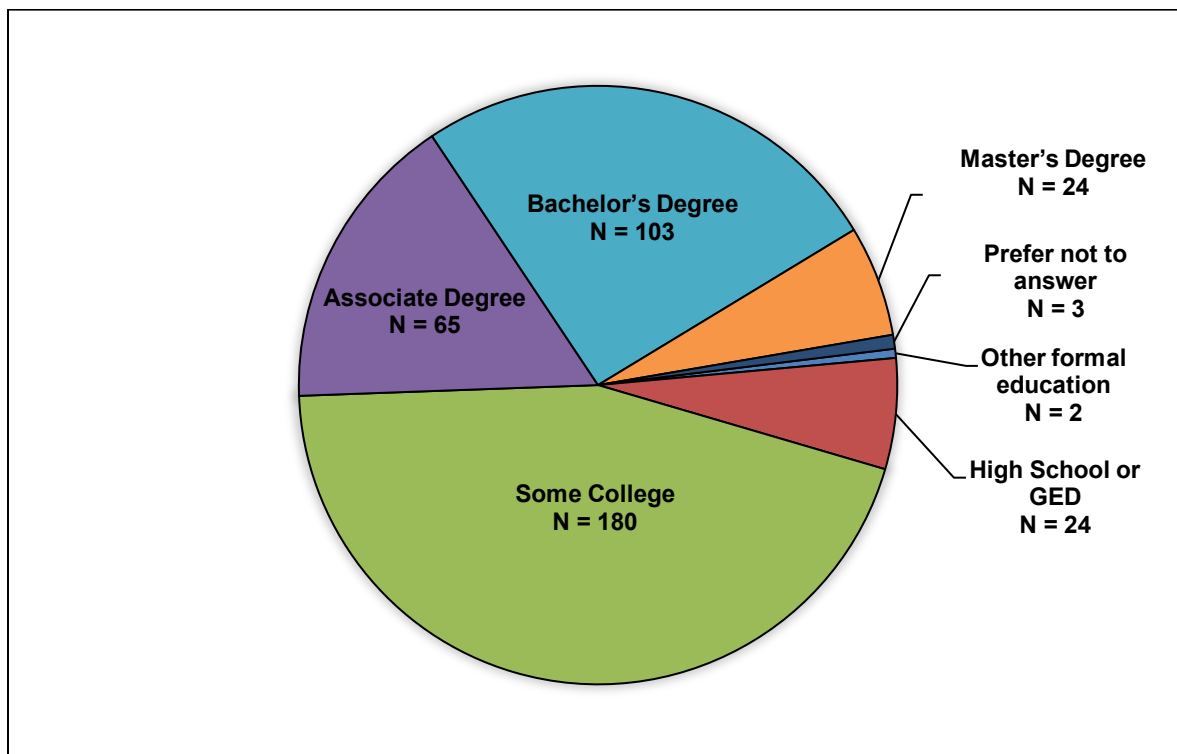
CORE ITEMS: RATIONAL METHODOLOGY APPROACH

The SMEs evaluated the mean importance and scale values for each knowledge statement, skill, ability, and trait to determine whether each of those items should be considered "core". The method for determining core items were made using a rational approach rather than an empirical approach. Rather than selecting a specific rating score as the standard criteria for determining whether items should be considered core (empirical approach), in-depth group discussions were also conducted so that justifications could be made for the inclusion of core items (rational approach).

The diversity of SMEs based on gender, agency type, agency size, agency's geographic location, and types of work shifts were incorporated to ensure a range of all perspectives in group discussions. Thus, the determination of core items was made based on what they believed was core for all dispatchers in general, while also considering the importance ratings. The SMEs determined that all knowledge, skill, ability, and trait items should be core.

However, the SMEs noted that the Law Enforcement Data System (LEDS) is no longer used because they no longer have access to it. Therefore, Knowledge 129 (Knowledge of the functions and operations of LEDS [e.g., access, input, query]) and Skills 52 (Skill in using and interpreting the LEDS system) were deleted from their respective lists.

In addition to evaluating the mean importance and scale values for each knowledge statement, skill, ability, and trait, the SMEs also evaluated the mean frequency and scale values of each incident, equipment and system, field personnel, referral and mutual aid agency, and resource material to determine whether each of those items should be considered core. Again, the method for determining core items were made using a rational approach rather than an empirical approach. Instead of selecting a specific rating score as the standard criteria for determining whether items should be considered core (empirical approach), in-depth group discussions were conducted so that justifications could be made for the inclusion of core items (rational approach).

The SMEs determined that all incident, equipment and system, field personnel, referral and mutual aid agency, and resource material items should be core. They acknowledged the fact, however, that although some of these items rated low, they felt that all items should be regarded as core due to the differences between small versus large agencies. For example, Equipment and Systems 5 (CD/DVD equipment) received a frequency rating of 1.28, but the SMEs noted that there still could be some agencies that might heavily rely on the use of these items.

As mentioned previously, the SMEs noted that LEDS is no longer used because they no longer have access to it. As a result, Equipment and Systems 24 (LEDS [Law Enforcement Data System]) was deleted from its respective list.

It should be noted that although the 2011 job analysis indicated which core items were deleted, modified, or added in comparison to the 1991 job analysis, this 2022 job analysis did not make core comparisons to the 2011 job analysis. This was done for two reasons. First, many items were rewritten in accordance with the standard guidelines for writing task and knowledge statements, thus convoluting the tracking of modifications. Second, the 2011 job analysis was completed with a heavy focus on dispatch training and curriculum in mind. This 2022 job analysis is focused on identifying the core job elements and requirements necessary for general entry-level practice. Therefore, no core item comparisons were established because the two job analyses were conducted with a different intent and focus model.

KNOWLEDGE

Based on discussion and group consensus, 154 out of 155 knowledge statements were deemed core, with the removal of Knowledge 129 (Knowledge of the functions and operations of LEDS [e.g., access, input, query]). Appendix C displays the list of core knowledge statements and their mean importance ratings. Minor edits were made to two knowledge statements in the final results workshop for better clarity and comprehensiveness.

SKILLS

Based on discussion and group consensus, 62 out of 63 skills were deemed core, with the removal of Skills 52 (Skill in using and interpreting the LEDS system). Appendix D displays the list of core skills and their mean importance ratings.

ABILITIES

Based on discussion and group consensus, all 21 out of 21 abilities were deemed core. Appendix E displays the list of core abilities and their mean importance ratings.

TRAITS

Based on discussion and group consensus, all 14 out of 14 traits were deemed core. Appendix F displays the list of core traits and their mean importance ratings.

INCIDENTS

Based on discussion and group consensus, all 218 out of 218 incidents were deemed core. Appendix G displays the list of core incidents and their mean frequency ratings.

EQUIPMENT AND SYSTEMS

Based on discussion and group consensus, 52 out of 53 equipment and system items were deemed core, with the removal of Equipment and Systems 24 (LEDS). Appendix H displays the list of core equipment and system items and their mean frequency ratings. A minor edit was made to one item in the final results workshop for better clarity and comprehensiveness.

FIELD PERSONNEL

Based on discussion and group consensus, all 43 out of 43 field personnel were deemed core. Appendix I displays the list of core field personnel and their mean frequency ratings.

REFERRAL AND MUTUAL AID AGENCIES

Based on discussion and group consensus, all 64 out of 64 referral and mutual aid agencies were deemed core. Appendix J displays the list of core referral and mutual aid agencies and their mean frequency ratings.

RESOURCE MATERIALS

Based on discussion and group consensus, all 37 out of 37 resource materials were deemed core. Appendix K displays the list of core resource materials and their mean frequency ratings.

CHAPTER 4: TASK RATINGS

TASK CRITICALITY INDICES

To calculate the criticality indices of the task statements, the frequency rating (Fi) and the importance rating (Ii) were multiplied for each task.

$$\text{Task criticality index} = \text{mean} [(\text{Fi}) \times (\text{Ii})]$$

The task statements were then sorted in descending order of their criticality indices. The task statements, their mean frequency and importance ratings, and their criticality indices are presented in Appendix L.

The critical indices were used as guidelines by the SMEs in the final results workshop to determine if any of the tasks did not have a high enough criticality index to be retained. They were asked to evaluate the consequences of selecting a particular critical index cutoff value. This cutoff value would be used to determine the tasks that would remain, and those that would be eliminated.

Based on the SME's opinion of the relative importance of all tasks to dispatcher work, the SMEs determined that no cutoff value should be established and that all task statements should remain. Therefore, no task statements were eliminated from further analysis. It should be noted, however, that there were some tasks that rated low and would have been eliminated because the tasks are not specifically done in their particular agencies, but they acknowledged the fact that those tasks may be frequently performed within some agencies. Because there are differences between small versus large agencies, they felt it was important to keep all task statements.

GROUPING OF TASKS

To create a useful foundation of information, the SMEs in the first workshop conducted on September 15, 2021, reviewed the grouping of tasks within each content area. Each content area represents tasks that are meaningfully related. The SMEs also organized the tasks in relevant order within their respective content areas. Content areas may serve as the foundation for information to be covered in blocks of training that are developed. Table 20 represents the dispatcher job task and content area outline, which depicts the 126 specific task statements divided into eight different content areas.

Table 20
Dispatcher Job Task and Content Area Outline

Task	I. Screening Complaints and Incidents (36%)
1	Receive complaints and requests from other agencies.
2	Receive officer-initiated stop (e.g., citizen flag-down, on view).
3	Receive and handle "swatting" calls.
4	Receive and handle nuisance calls (e.g., repeat pocket dials, repeat 5150 callers).
5	Receive and handle landline 911 calls.
6	Receive and handle cellular 911 calls.
7	Receive and handle text messages to 911 calls.
8	Receive and handle non-emergency calls.
9	Receive, prioritize, and handle multiple phone calls for assistance.
10	Receive and handle voice over IP calls.
11	Receive and handle TDD calls (e.g., deaf caller).
12	Receive and handle requests for assistance from non-English speaking citizens.
13	Receive and handle email calls for service.
14	Receive and handle telematic calls (e.g., OnStar).
15	Receive and process private property tows.
16	Receive and process repossession tows.
17	Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.
18	Obtain full information for crimes, traffic incidents, and other requests for law enforcement services.
19	Obtain full information for medical emergencies.
20	Obtain full information for fire emergencies.
21	Obtain full information for safety hazards (e.g., chemical spills, power lines down, flooded streets).
22	Calm emotionally upset citizens.
23	Handle abusive citizens (e.g., irate, rude, obscene).
24	Communicate with intoxicated citizens.
25	Communicate with mentally unstable or suicidal citizens.
26	Communicate with speech-impaired citizens.
27	Communicate with very young citizens (i.e., juveniles).
28	Communicate with elderly citizens.

Task	I. Screening Complaints and Incidents (continued)
29	Evaluate initial complaint information to determine what action is necessary.
30	Determine appropriate agency for complaints and requests.
31	Determine dispatching priority when multiple incidents are pending.
32	Classify complaint or incident by type and code (e.g., civil, criminal).
33	Summarize incident for dispatching purposes.
34	Enter incident information into computer system (e.g., CAD)
35	Call to check on welfare of citizens (e.g., from 911 hang-ups).
36	Perform telephone number trace (i.e., ping).
37	Call other agencies to obtain information.
38	Handle TDoS (Telephony Denial of Service) events (e.g., interruption to phone service due to catastrophic events).
39	Utilize enhanced mapping systems for 911 geo-location (e.g., RapidDeploy, RapidSOS).

Task	II. Providing Information to the Public and Other Agencies (14%)
40	Provide general information to the public (e.g., phone numbers, agency services).
41	Provide requested information to other departments and agencies.
42	Provide information to the news media, in accordance with your agency's policy.
43	Provide other departments or agencies of emergency information.
44	Refer or transfer caller to appropriate department or agency.
45	Explain departmental procedures and policies to the public.
46	Explain legal processes and procedures to the public.
47	Explain civil processes to the public.
48	Advise citizens of the status of their complaint or incident.
49	Advise citizens of actions to take during emergency crime situations.
50	Advise citizens of actions to take during non-emergency crime situations.
51	Advise citizens of actions to take in traffic collisions.
52	Advise citizens of actions to take during fire emergencies.
53	Advise citizens of actions to take during medical emergencies.
54	Advise citizens of actions to take in hazardous situations (e.g., chemical spills, severe weather).
55	Advise citizens of crime prevention techniques.
56	Advise citizens regarding crime reporting via internet.
57	Advise citizens of information via social media (e.g., NIXLE, Facebook, Instagram, Twitter).
58	Determine what information, if any, should be provided to requester (i.e., verify "right to know").
59	Request other departments or agencies for assistance in an emergency.
60	Testify in court.
61	Participate in community outreach efforts (e.g., neighborhood watch, citizen academy, hospital-based classes, 911 for kids).
62	Initiate public notification systems (e.g., Reverse 911, Silver, Yellow/Gold, Blue, Amber Alert).

Task	III. Monitoring Field Units and Emergency Systems (8%)
63	Monitor and respond to radio transmissions from law enforcement field units.
64	Monitor and respond to fire department radio transmissions.
65	Monitor and respond to other public service radio transmissions.
66	Monitor and respond to alarm systems maintained by your agency.
67	Monitor and respond to teletype messages (e.g., NCIC, CLETS).
68	Monitor, coordinate, and update status information for multiple field units and incidents.
69	Contact law enforcement and/or fire department field units by radio for welfare checks.
70	Receive requests from law enforcement field units and process according to department policy (e.g., tow requests).

Task	IV. Dispatching Personnel and Resources (10%)
71	Determine appropriate police personnel and resources to dispatch to incidents.
72	Dispatch by voice-initiated radio transmissions and/or car computer systems.
73	Dispatch specialized law enforcement units to calls for service (e.g., SWAT, canine, investigators).
74	Dispatch fire personnel to calls for service.
75	Dispatch emergency medical units or ambulance to calls for service.
76	Dispatch other public service units to calls for service (e.g., utilities, traffic signals, trees).
77	Contact other agencies to request assistance.
78	Coordinate mutual aid agency response.
79	Direct and coordinate response of multiple field units (from communications center or field location).
80	Broadcast all-points bulletins.
81	Transmit emergency bulletins by teletype or computer.

Task	V. Providing Information to Field Units (16%)
82	Use resource materials to obtain specifically requested information for field units (e.g., codes, Criss Cross directory, telephone numbers).
83	Provide requested information to law enforcement field units.
84	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).
85	Coordinate communications between field units.
86	Advise field units of updated information regarding an incident.
87	Query database for vehicle license, registration, and stolen vehicle information.
88	Query database for criminal history information (e.g., national, state, local).
89	Query database for driver's license information.
90	Query database for information regarding wants and warrants.
91	Query database for stolen property information.
92	Query database for gun information.
93	Query database for LoJack information.
94	Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards).
95	Establish field perimeters using mapping systems.
96	Track bait cars.
97	Access homeowners' security cameras (e.g., Ring®, Arlo®).

Task	VI. Reporting and Recordkeeping (9%)
98	Complete ALI routing sheet (911 distribution correction form).
99	Document equipment malfunctions.
100	Document calls for service that are referred to other agencies.
101	Enter or update information in computer database (e.g., stolen vehicle, property).
102	Issue case and/or report numbers.
103	Maintain resource materials in the communications center.
104	Maintain towing agency rotation log.
105	Prepare or update procedure manuals.
106	Review documents and materials to prepare to testify in court.
107	Create CAD events on information received by computer (e.g., email) or teletype.
108	Create CAD events on information received verbally (e.g., by radio or telephone).
109	Input information received verbally into CAD for reporting purposes.
110	Write intra-departmental memos.

Task	VII. Facility Operations (5%)
111	Conduct tours of the emergency response center.
112	Host sit-alongs (pre-pandemic).
113	Maintain the cleanliness and order of the emergency response center (pre-pandemic).
114	Monitor and control the facility's security system (e.g., secure access points, cameras, sallyport doors).
115	Monitor audio recording systems.
116	Page employees.
117	Perform general office assistance assignments.
118	Replace supplies used in office equipment (e.g., copy paper, printer ribbons).
119	Restart computer systems.
120	Coordinate hand-over/receipt of communications operations to and from allied agencies in the event of system failure.
121	Assist with in-depth packet investigations for the district attorney's office.
122	Update registered sex offender information.

Task	VIII. Training (2%)
123	Provide classroom training to dispatchers.
124	Provide on-the-job training to new dispatchers.
125	Provide and host POST public safety dispatcher's basic course.
126	Provide and host other POST-certified courses (e.g., CTO school, CPT classes).

CONTENT AREA WEIGHTS

The relative weight of the content area in the task and content area outline represents the sum of the critical task indices for a content area divided by the overall sum of the critical task indices for all tasks. For example, if the sum of the critical task indices for content area "I. Screening Complaints and Incidents" in the outline is 544.31, the weight of that content area (36%) is calculated by dividing the sum of the critical task indices (544.31) by the overall sum of the critical task indices (1500.10). Table 21 provides a summary of the task and content area outline and their relative weights.

Table 21
Summary of Task and Content Area Outline and Weights

Content Area	Number of Tasks	Critical Task Indices	Content Area Weights (%)
I. Screening Complaints and Incidents	39	544.31	36%
II. Providing Information to the Public and Other Agencies	23	211.18	14%
III. Monitoring Field Units and Emergency Systems	8	123.41	8%
IV. Dispatching Personnel and Resources	11	143.63	10%
V. Providing Information to Field Units	16	237.50	16%
VI. Reporting and Recordkeeping	13	141.35	9%
VII. Facility Operations	12	75.97	5%
VIII. Training	4	22.75	2%
Total	126	1500.10	100%

CHAPTER 5: TASK LINKAGE

METHODOLOGY

The SMEs in the March 15-16, 2022, workshop was divided into three groups. Each group worked on one laptop and an Excel spreadsheet provided on a thumb drive. For each job task statement, SMEs were asked to determine which knowledge statements, skills, abilities, and traits should be linked to that task statement.

Group 1 consisted of four SMEs, and they were provided with the task statements in Content Area 1 (Screening Complaints and Incidents) and Content Area 8 (Training).

Group 2 consisted of three SMEs, and they were provided with the task statements in Content Area 2 (Providing Information to the Public and Other Agencies), Content Area 3 (Monitoring Field Units and Emergency Systems), and Content Area 4 (Dispatching Personnel and Resources).

Group 3 consisted of three SMEs, and they were provided with the task statements in Content Area 5 (Providing Information to Field Units), Content Area 6 (Reporting and Recordkeeping), and Content Area 7 (Facility Operations).

Appendix M displays the final linkage results for each job task statement and its associated knowledge, skills, abilities, and traits. The linkages are presented in Appendix M in descending order based on their importance ratings (i.e., not by numeric order as presented in the survey). Every knowledge statement, skill, ability, and trait were linked to at least one or more task statements. Therefore, a linkage was successfully made for every knowledge, skill, ability, and trait.

CHAPTER 6: CONCLUSIONS

The results of this job analysis have shown that, in general, the purpose and importance of dispatcher work has remained unchanged. It continues to remain a significant and essential aspect of law enforcement. However, this study has revealed that there could be differences in whether certain dispatcher tasks are performed more frequently or less frequently depending on an agency's size. This result shows how varied and complex the dispatcher profession is, which will most likely continue to have a large impact on the future of dispatch work, and in future dispatcher job analyses.

This job analysis will serve as the basis for relevant POST projects and tests. It will be used as the foundation for which other projects and tests can be validated. For example, this job analysis will be used to make updated changes to the Dispatcher Basic Course. Following the completion of this job analysis, another group of SMEs will use the job task linkage document (mentioned in Chapter 5) and compare it to the existing educational (learning) objectives of the Dispatcher Basic Course to see if new training topics should be included. In addition, the results of this job analysis will also be used to support and validate the use of the POST Entry-Level Dispatcher Selection Test Battery (PELDSTB).

The job analysis of dispatchers described in this report provides a comprehensive description of current practice in California. The procedures of the job analysis are based upon a content validation strategy to ensure that the results accurately represent the practice of dispatchers in the state.

By adopting the results contained in this report, POST can ensure that training and testing reflect current practice. This report provides all documentation necessary to verify that the analysis has been implemented in accordance with legal, professional, and technical standards.

APPENDIX A: REFERENCES

American Educational Research Association, American Psychological Association, & National Council on Measurement in Education. (2014). *Standards for Educational and Psychological Testing.* Washington DC: Author.

American Psychological Association. (2018). *Principles for the Validation and Use of Personnel Selection Procedures.* Retrieved March 7, 2022, from https://www.apa.org/ed/accreditation/about/policies/personnel-selection-procedures.pdf

California Commission on Peace Officer Standards and Training. (2011). *Public Safety Dispatcher Job Analysis Update 2011.* Sacramento, CA: Author.

California Fair Employment and Housing Act, Cal. Government Code § 12944. Retrieved March 7, 2022, from https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=GOV&sectionNum=12944

Civil Rights Act of 1991, 42 U.S.C. § 2000e-2. (1991). Retrieved March 7, 2022, from https://www.law.cornell.edu/uscode/text/42/2000e-2

Uniform Guidelines on Employee Selection Procedures, Title 29 § 1607. (1978). Retrieved March 7, 2022, from https://www.govinfo.gov/content/pkg/CFR-2011-title29-vol4/xml/CFR-2011-title29-vol4-part1607.xml

Weiner, J. & Solorio, A. (1990). *Public Safety Dispatcher Job Analysis Component 1: Job Task Analysis.* Sacramento, CA: California Commission on Peace Officer Standards and Training.

Weiner, J. & Solorio, A. (1991). *Public Safety Dispatcher Job Analysis Component 2: Analysis of Job Requirements.* Sacramento, CA: California Commission on Peace Officer Standards and Training.

Weiner, J., Solorio, A., & Pruden, V. (1991). *Public Safety Dispatcher Job Analysis Component 3: KSAT Linkage Analysis.* Sacramento, CA: California Commission on Peace Officer Standards and Training.

APPENDIX B: PUBLIC SAFETY DISPATCHER JOB ANALYSIS SURVEY

Disclaimer: Any formatting issues found in this Appendix is due to the conversion of an online survey into a PDF document. The online survey originally viewed by respondents did not have such formatting issues.

Public Safety Dispatcher Job Analysis Survey

INTRODUCTION

This survey is divided into multiple sections. Please complete each section to the best of your ability based on your current experience as a dispatcher. To be included in the analysis, responses on the survey must be completed according to the instructions provided. Please read and follow the directions for completing the survey very carefully.

We understand that this is a rather long survey, and that multiple dispatchers may be completing the survey on the same computer. To allow multiple users on the same computer, no cookies are stored in the browser to remember your survey responses. Therefore, please note the following critical information:

(1) You MUST complete the survey within your work shift. Once the survey is exited, you will not be allowed to edit any of your responses. If you exit the survey and go back to it, it registers you as a new respondent. It does not update your existing responses, so you will restart the survey from the beginning. **Therefore, it is highly recommended that you minimize the survey window to complete it at your leisure during your work shift.**

(2) If you wish to complete the survey at home, you may send the link to your personal email. However, the same criteria apply (i.e., if you exit the survey and go back to it, it registers you as a new respondent. It does not update your existing responses, so you will restart the survey from the beginning).

Please complete this survey by **January 10, 2022**.

If you have any questions, please email jobanalysis@post.ca.gov.

Thank you again for taking the time to complete this survey!

1

50

Public Safety Dispatcher Job Analysis Survey

DEMOGRAPHICS

* 1. Are you currently working as a dispatcher in California?

◯ Yes

◯ No (If no, you do not need to complete this survey.)

Public Safety Dispatcher Job Analysis Survey

The information you provide here is voluntary and confidential. It will be treated as personal information subject to the Information Practices Act (Civil Code, Section 1798 et seq.) and will be used solely for analyzing the ratings from this survey.

2. At what type of agency do you currently work?

- ○ Police Department
- ○ Sheriff Department
- ○ California Highway Patrol
- ○ Campus-Based
- ○ Joint-Powers/Consolidated
- ○ Other (please specify)

[   ]

3. What is the total size of your current agency (i.e., sworn and non-sworn)?

○ Less than 50

○ 51 – 150

○ 151 – 300

○ 301 – 1,000

○ More than 1,000

4. How many years have you been working as a dispatcher (i.e., including all agencies, if applicable)?

○ Less than 1 year

○ 1 year to 2 years

○ 2 to 4 years

○ 4 to 6 years

○ 6 to 8 years

○ 8 to 10 years

○ More than 10 years

5. How many hours per week do you work as a dispatcher?

○ Less than 10 hours

○ 11 to 20 hours

○ 21 to 30 hours

○ 31 to 40 hours

○ More than 40 hours

6. What is your present work shift?

◯ Day

◯ Swing

◯ Night
(graveyard)

7. What is your present position?

◯ Dispatcher

◯ Supervisor

◯ Manager

◯ Administrator

◯ Other (please
specify)

[   ]

8. Did your hiring agency require you to complete a psychological assessment for employment?

◯ Yes

◯ N
o

9. Is your agency currently taking video calls?

◯ Yes

◯ N
o

10. In what California county is your agency located?

- ○ 01 Alameda
- ○ 02 Alpine
- ○ 03 Amador
- ○ 04 Butte
- ○ 05 Calaveras
- ○ 06 Colusa
- ○ 07 Contra Costa
- ○ 08 Del Norte
- ○ 09 El Dorado
- ○ 10 Fresno
- ○ 11 Glenn
- ○ 12 Humboldt
- ○ 13 Imperial
- ○ 14 Inyo
- ○ 15 Kern
- ○ 16 Kings
- ○ 17 Lake
- ○ 18 Lassen
- ○ 19 Los Angeles
- ○ 20 Madera

- ○ 21 Marin
- ○ 22 Mariposa
- ○ 23 Mendocino
- ○ 24 Merced
- ○ 25 Modoc
- ○ 26 Mono
- ○ 27 Monterey
- ○ 28 Napa
- ○ 29 Nevada
- ○ 30 Orange
- ○ 31 Placer
- ○ 32 Plumas
- ○ 33 Riverside
- ○ 34 Sacramento
- ○ 35 San Benito
- ○ 36 San Bernardino
- ○ 37 San Diego
- ○ 38 San Francisco
- ○ 39 San Joaquin
- ○ 40 San Luis Obispo

- ○ 41 San Mateo
- ○ 42 Santa Barbara
- ○ 43 Santa Clara
- ○ 44 Santa Cruz
- ○ 45 Shasta
- ○ 46 Sierra
- ○ 47 Siskiyou
- ○ 48 Solano
- ○ 49 Sonoma
- ○ 50 Stanislaus
- ○ 51 Sutter
- ○ 52 Tehama
- ○ 53 Trinity
- ○ 54 Tulare
- ○ 55 Tuolumne
- ○ 56 Ventura
- ○ 57 Yolo
- ○ 58 Yuba

6

55

Public Safety Dispatcher Job Analysis Survey

11. What is your gender?

○ Female

○ Male

○ Prefer not to answer

12. What is your ethnicity?

○ African American, not Hispanic

○ American Indian or Alaska Native

○ Asian

○ Filipino

○ Hispanic or Latino

○ Pacific Islander

○ White, not Hispanic

○ More than one race

○ Prefer not to answer

7

56

13. What is your age?

- ○ Under 19
- ○ 20 – 24
- ○ 25 – 34
- ○ 35 – 44
- ○ 45 – 54
- ○ 55 – 59
- ○ Over 60
- ○ Prefer not to answer

14. What is the highest level of education you have achieved?

- ○ High School or GED
- ○ Some College
- ○ Associate Degree
- ○ Bachelor's Degree
- ○ Master's Degree
- ○ Doctorate Degree
- ○ Prefer not to answer
- ○ Other formal education (please specify)

[   ]

8

Public Safety Dispatcher Job Analysis Survey

RATING INSTRUCTIONS: TASK STATEMENTS

In this part of the survey, please rate each task statement as it relates to your current job. You will be rating a total of 126 task statements across 8 content areas. Each task will have two rating scales - Frequency and Importance.

** FREQUENCY SCALE **

How often do you perform this task in your current job? Consider all of the job tasks you have performed over the past year and make your judgment relative to all other tasks you perform.

0 = Does not apply to my job (I never perform this task in my job.)

1 = Rarely (This is one of the least frequently performed tasks in my job.)

2 = Seldom (This task is performed infrequently relative to other tasks that I perform in my job.)

3 = Occasionally (This task is performed somewhat frequently and is about average relative to all other tasks that I perform in my job.)

4 = Often (This task is performed more frequently than most other tasks in my job.)

5 = Very often (I perform this task almost constantly, and it is one of the most frequently performed tasks in my job.)

** IMPORTANCE SCALE **

How important is performance of this task in your current job? Consider all of the job tasks you have performed over the past year and make your judgment relative to all other tasks you perform.

0 = Not important/Does not apply to my job (This task is not important and/or I do not perform this task in my job.)

1 = Of minor importance (This task has the lowest priority of all the tasks that I perform in my job.)

2 = Fairly important (This task is fairly important relative to other tasks; however, it does not have the priority of most other tasks that I perform in my job.)

3 = Moderately important (This task has about average priority among all tasks that I perform in my job.)

4 = Very important (This task is very important for my job; it has a higher degree of importance or priority than most other tasks that I perform in my job.)

5 = Critically important (This task is among the most critical tasks that I perform in my job.)

Please note that your frequency and importance ratings should be separate and independent ratings. Therefore, the ratings you assign to one rating scale should not influence the ratings you assign to another rating scale. For example, you may perform a task frequently, but the task may not be important.

The boxes for rating the frequency and importance of each task have drop-down lists. Click on the "down" arrow for each list to see the ratings and then select the option based on your current job. If the task is NOT part of your job, rate the task "0" (zero) for "Frequency" and "0" (zero) for "Importance."

10

Public Safety Dispatcher Job Analysis Survey

15. Screening Complaints and Incidents

	Frequency	Importance
1. Receive complaints and requests from other agencies.	⬍	⬍
2. Receive officer-initiated stop (e.g., citizen flag-down, on view).	⬍	⬍
3. Receive and handle "swatting" calls.	⬍	⬍
4. Receive and handle nuisance calls (e.g., repeat pocket dials, repeat 5150 callers).	⬍	⬍
5. Receive and handle landline 911 calls.	⬍	⬍
6. Receive and handle cellular 911 calls.	⬍	⬍

	Frequency	Importance
7. Receive and handle text messages to 911 calls.		
8. Receive and handle non-emergency calls.		
9. Receive, prioritize, and handle multiple phone calls for assistance.		
10. Receive and handle voice over IP calls.		
11. Receive and handle TDD calls (e.g., deaf caller).		
12. Receive and handle requests for assistance from non-English speaking citizens.		
13. Receive and handle email calls for service.		
14. Receive and handle telematic calls (e.g., OnStar).		
15. Receive and process private property tows.		
16. Receive and process repossession tows.		

12

61

	Frequency	Importance
17. Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.	[⇕]	[⇕]
18. Obtain full information for crimes, traffic incidents, and other requests for law enforcement services.	[⇕]	[⇕]
19. Obtain full information for medical emergencies.	[⇕]	[⇕]
20. Obtain full information for fire emergencies.	[⇕]	[⇕]
21. Obtain full information for safety hazards (e.g., chemical spills, power lines down, flooded streets).	[⇕]	[⇕]
22. Calm emotionally upset citizens.	[⇕]	[⇕]
23. Handle abusive citizens (e.g., irate, rude, obscene).	[⇕]	[⇕]
24. Communicate with intoxicated citizens.	[⇕]	[⇕]

13

	Frequency	Importance
25. Communicate with mentally unstable or suicidal citizens.	[▲▼]	[▲▼]
26. Communicate with speech-impaired citizens.	[▲▼]	[▲▼]
27. Communicate with very young citizens (i.e., juveniles).	[▲▼]	[▲▼]
28. Communicate with elderly citizens.	[▲▼]	[▲▼]
29. Evaluate initial complaint information to determine what action is necessary.	[▲▼]	[▲▼]
30. Determine appropriate agency for complaints and requests.	[▲▼]	[▲▼]
31. Determine dispatching priority when multiple incidents are pending.	[▲▼]	[▲▼]
32. Classify complaint or incident by type and code (e.g., civil, criminal).	[▲▼]	[▲▼]
33. Summarize incident for dispatching purposes.	[▲▼]	[▲▼]

14

	Frequency	Importance
34. Enter incident information into computer system (e.g., CAD)	⇕	⇕
35. Call to check on welfare of citizens (e.g., from 911 hang ups).	⇕	⇕
36. Perform telephone number trace (i.e., ping).	⇕	⇕
37. Call other agencies to obtain information.	⇕	⇕
38. Handle TDoS (Telephony Denial of Service) events (e.g., interruption to phone service due to catastrophic events).	⇕	⇕
39. Utilize enhanced mapping systems for 911 geo-location (e.g., rapid lite/rapid deploy/rapid SOS).	⇕	⇕

15

Public Safety Dispatcher Job Analysis Survey

JOB TASKS

16. Providing Information to the Public and Other Agencies

	Frequency	Importance
40. Provide general information to the public (e.g., phone numbers, agency services).	⬍	⬍
41. Provide requested information to other departments and agencies.	⬍	⬍
42. Provide information to the news media, in accordance with your agency's policy.	⬍	⬍
43. Provide other departments or agencies of emergency information.	⬍	⬍

	Frequency	Importance
44. Refer or transfer caller to appropriate department or agency.	[▲▼]	[▲▼]
45. Explain departmental procedures and policies to the public.	[▲▼]	[▲▼]
46. Explain legal processes and procedures to the public.	[▲▼]	[▲▼]
47. Explain civil processes to the public.	[▲▼]	[▲▼]
48. Advise citizens of the status of their complaint or incident.	[▲▼]	[▲▼]
49. Advise citizens of actions to take during emergency crime situations.	[▲▼]	[▲▼]
50. Advise citizens of actions to take during non-emergency crime situations.	[▲▼]	[▲▼]
51. Advise citizens of actions to take in traffic collisions.	[▲▼]	[▲▼]
52. Advise citizens of actions to take during fire emergencies.	[▲▼]	[▲▼]

17

	Frequency	Importance
53. Advise citizens of actions to take during medical emergencies.	[▲▼]	[▲▼]
54. Advise citizens of actions to take in hazardous situations (e.g., chemical spills, severe weather).	[▲▼]	[▲▼]
55. Advise citizens of crime prevention techniques.	[▲▼]	[▲▼]
56. Advise citizens regarding crime reporting via internet.	[▲▼]	[▲▼]
57. Advise citizens of information via social media (e.g., NIXLE, Facebook, Instagram, Twitter).	[▲▼]	[▲▼]
58. Determine what information, if any, should be provided to requester (i.e., verify "right to know").	[▲▼]	[▲▼]
59. Request other departments or agencies for assistance in an emergency.	[▲▼]	[▲▼]
60. Testify in court.	[▲▼]	[▲▼]

18

	Frequency	Importance
61. Participate in community outreach efforts (e.g., neighborhood watch, citizen academy, hospital-based classes, 911 for kids).	[▲▼]	[▲▼]
62. Initiate public notification systems (e.g., Reverse 911, Silver, Yellow/Gold, Blue, Amber Alert).	[▲▼]	[▲▼]

19

Public Safety Dispatcher Job Analysis Survey

JOB TASKS

17. Monitoring Field Units and Emergency Systems

	Frequency	Importance
63. Monitor and respond to radio transmissions from law enforcement field units.	⬍	⬍
64. Monitor and respond to fire department radio transmissions.	⬍	⬍
65. Monitor and respond to other public service radio transmissions.	⬍	⬍
66. Monitor and respond to alarm systems maintained by your agency.	⬍	⬍
67. Monitor and respond to teletype messages (e.g., NCIC, CLETS).	⬍	⬍

20

	Frequency	Importance
68. Monitor, coordinate, and update status information for multiple field units and incidents.	[⬍]	[⬍]
69. Contact law enforcement and/or fire department field units by radio for welfare checks.	[⬍]	[⬍]
70. Receive requests from law enforcement field units and process according to department policy (e.g., tow requests).	[⬍]	[⬍]

Public Safety Dispatcher Job Analysis Survey

18. Dispatching Personnel and Resources

	Frequency	Importance
71. Determine appropriate police personnel and resources to dispatch to incidents.	⬍	⬍
72. Dispatch by voice-initiated radio transmissions and/or car computer systems.	⬍	⬍
73. Dispatch specialized law enforcement units to calls for service (e.g., SWAT, canine, investigators).	⬍	⬍
74. Dispatch fire personnel to calls for service.	⬍	⬍
75. Dispatch emergency medical units or ambulance to calls for service.	⬍	⬍

22

71

	Frequency	Importance
76. Dispatch other public service units to calls for service (e.g., utilities, traffic signals, trees).	[▲▼]	[▲▼]
77. Contact other agencies to request assistance.	[▲▼]	[▲▼]
78. Coordinate mutual aid agency response.	[▲▼]	[▲▼]
79. Direct and coordinate response of multiple field units (from communications center or field location).	[▲▼]	[▲▼]
80. Broadcast all-points bulletins.	[▲▼]	[▲▼]
81. Transmit emergency bulletins by teletype or computer.	[▲▼]	[▲▼]

23

Public Safety Dispatcher Job Analysis Survey

JOB TASKS

19. Providing Information to Field Units

	Frequency	Importance
82. Use resource materials to obtain specifically requested information for field units (e.g., codes, crisscross directory, telephone numbers).		
83. Provide requested information to law enforcement field units.		
84. Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).		

	Frequency	Importance
85. Coordinate communications between field units.	[▲▼]	[▲▼]
86. Advise field units of updated information regarding an incident.	[▲▼]	[▲▼]
87. Query database for vehicle license, registration, and stolen vehicle information.	[▲▼]	[▲▼]
88. Query database for criminal history information (e.g., national, state, local).	[▲▼]	[▲▼]
89. Query database for driver's license information.	[▲▼]	[▲▼]
90. Query database for information regarding wants and warrants.	[▲▼]	[▲▼]
91. Query database for stolen property information.	[▲▼]	[▲▼]
92. Query database for gun information.	[▲▼]	[▲▼]
93. Query database for LOJACK information.	[▲▼]	[▲▼]

25

Frequency	Importance
94. Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards).	⇕	⇕
95. Establish field perimeters using mapping systems.	⇕	⇕
96. Track bait cars.	⇕	⇕
97. Access homeowners' security cameras (e.g., Ring®, Arlo®).	⇕	⇕

26

Public Safety Dispatcher Job Analysis Survey

20. Reporting and Recordkeeping

	Frequency	Importance
98. Complete ALI routing sheet (911 distribution correction form).	⬍	⬍
99. Document equipment malfunctions.	⬍	⬍
100. Document calls for service that are referred to other agencies.	⬍	⬍
101. Enter or update information in computer database (e.g., stolen vehicle, property).	⬍	⬍
102. Issue case and/or report numbers.	⬍	⬍
103. Maintain resource materials in the communications center.	⬍	⬍

	Frequency	Importance
104. Maintain towing agency rotation log.	⬍	⬍
105. Prepare or update procedure manuals.	⬍	⬍
106. Review documents and materials to prepare to testify in court.	⬍	⬍
107. Create CAD events on information received by computer (e.g., email) or teletype.	⬍	⬍
108. Create CAD events on information received verbally (e.g., by radio or telephone).	⬍	⬍
109. Input information received verbally into CAD for reporting purposes.	⬍	⬍
110. Write intra-departmental memos.	⬍	⬍

JOB TASKS

21. Facility Operations

	Frequency	Importance
111. Conduct tours of the emergency response center.		
112. Host sit-alongs (pre-pandemic).		
113. Maintain the cleanliness and order of the emergency response center (pre-pandemic).		
114. Monitor and control the facility's security system (e.g., secure access points, cameras, sallyport doors).		
115. Monitor audio recording systems.		
116. Page employees.		

29

	Frequency	Importance
117. Perform general office assistance assignments.	⇕	⇕
118. Replace supplies used in office equipment (e.g., copy paper, printer ribbons).	⇕	⇕
119. Restart computer systems.	⇕	⇕
120. Coordinate hand-over/receipt of communications operations to and from allied agencies in the event of system failure.	⇕	⇕
121. Assist with in-depth packet investigations for the district attorney's office.	⇕	⇕
122. Update registered sex offender information.	⇕	⇕

30

79

Public Safety Dispatcher Job Analysis Survey

22. Training

	Frequency	Importance
123. Provide classroom training to dispatchers.		
124. Provide on-the-job training to new dispatchers.		
125. Provide and host POST public safety dispatcher's basic course.		
126. Provide and host other POST-certified courses (e.g., CTO school, CPT classes).		

31

Public Safety Dispatcher Job Analysis Survey

RATING INSTRUCTIONS: KNOWLEDGE STATEMENTS

In this part of the survey, please rate each knowledge statement based on how important you believe that knowledge is to the performance of your job tasks. You will be rating a total of 155 knowledge statements across 10 content areas.

If a knowledge is NOT part of your job, rate the statement "0" (zero) and go on to the next statement.

Use the following Importance Scale to rate the knowledge statements.

** IMPORTANCE SCALE **

How important is this knowledge to performance of tasks in your current job?

0 = Not important; not required (This job knowledge does not apply to my job; it is not required for job performance.)

1 = Of minor importance (This job knowledge is of minor importance for job performance; it is useful for some minor part of my job.)

2 = Fairly important (This job knowledge is fairly important for job performance in some relatively major part of my job.)

3 = Moderately important (This job knowledge is moderately important for job performance in some relatively major part of my job.)

4 = Very important (This job knowledge is very important for job performance in a significant part of my job.)

5 = Critically important (This job knowledge is critically important for job performance.)

Public Safety Dispatcher Job Analysis Survey

KNOWLEDGE

23. Work Environment and Conduct

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
1. Knowledge of basic law enforcement terminology, jargon, and codes.	○	○	○	○	○	○
2. Knowledge of basic medical (EMS) complaint and dispatching terminology within the law enforcement system.	○	○	○	○	○	○
3. Knowledge of basic fire complaint and dispatching terminology within the law enforcement system.	○	○	○	○	○	○
4. Knowledge of basic medical (EMS) complaint and dispatching functions within the law enforcement system.	○	○	○	○	○	○
5. Knowledge of basic fire complaint and dispatching functions within the law enforcement system.	○	○	○	○	○	○
6. Knowledge of the functions of the dispatcher within the law enforcement system (e.g., first point of public safety contact, assigning work, and serving as a liaison).	○	○	○	○	○	○

33

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
7. Knowledge of the responsibilities and the functions of the communication center.	○	○	○	○	○	○
8. Knowledge of the general role of police/sheriffs, prosecutors, courts, corrections (e.g., probation, parole), and dispatchers within the criminal justice system.	○	○	○	○	○	○
9. Knowledge of acceptable professional behavior and language (e.g., conduct, self-discipline, sexual harassment issues).	○	○	○	○	○	○
10. Knowledge of acceptable ethical job behavior (e.g., impartial assignment of work, use of privileged information, conflict of interest).	○	○	○	○	○	○
11. Knowledge of techniques and considerations for interacting with the public, co-workers, field personnel, and supervisors.	○	○	○	○	○	○
12. Knowledge of the types and sources of stress associated with the public safety dispatcher occupation.	○	○	○	○	○	○
13. Knowledge of alternative strategies for coping with stress.	○	○	○	○	○	○
14. Knowledge of basic principles and procedures for courtroom testimony, including demeanor.	○	○	○	○	○	○
15. Knowledge of basic employee rights.	○	○	○	○	○	○
16. Knowledge of local area geography.	○	○	○	○	○	○
17. Knowledge of basic principles and procedures for effective teamwork within a communications center.	○	○	○	○	○	○

Public Safety Dispatcher Job Analysis Survey

KNOWLEDGE

24. Communication Center Operations

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
18. Knowledge of the flow of work in the communication center, including various sources of complaints and requests, and how they are processed.	○	○	○	○	○	○
19. Knowledge of the chain of command and organizational structures.	○	○	○	○	○	○
20. Knowledge of agency policies and procedures as they apply to communication center operations and personnel.	○	○	○	○	○	○
21. Knowledge of records, reporting systems, and forms commonly used in the communication center.	○	○	○	○	○	○
22. Knowledge of the potential for any record generated by the communication center to be used in court.	○	○	○	○	○	○
23. Knowledge of basic safety rules, regulations, and procedures.	○	○	○	○	○	○

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
24. Knowledge of the emergency operations plan (e.g., cards/manual mode).	○	○	○	○	○	○
25. Knowledge of the continuity of operations plan (COOP).	○	○	○	○	○	○
26. Knowledge of the function and purpose of the National Incident Management System (NIMS), the California Standardized Emergency Management System (SEMS), and the Incident Command System (ICS).	○	○	○	○	○	○
27. Knowledge of when to activate local emergency operation centers.	○	○	○	○	○	○
28. Knowledge of general procedures and activation criteria for local emergency operations centers.	○	○	○	○	○	○
29. Knowledge of mutual aid procedures.	○	○	○	○	○	○
30. Knowledge of evacuation plan.	○	○	○	○	○	○
31. Knowledge of basic safe staffing levels for a communications center.	○	○	○	○	○	○
32. Knowledge of and procedures for mitigating TDoS (Telephony Denial of Service) situations and events.	○	○	○	○	○	○

Public Safety Dispatcher Job Analysis Survey

KNOWLEDGE

25. Law

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
33. Knowledge of what constitutes a crime.	○	○	○	○	○	○
34. Knowledge of the distinction between criminal and civil offenses.	○	○	○	○	○	○
35. Knowledge of the current definitions of felony and misdemeanor crimes	○	○	○	○	○	○
36. Knowledge of the various parties involved in a crime (principle, accessory, victim, witness, reporting party).	○	○	○	○	○	○
37. Knowledge of agency restrictions on the reporting party (e.g., who can make a report).	○	○	○	○	○	○
38. Knowledge of the various types of court orders, their jurisdictional limitations, and enforcement procedures (e.g., warrants and temporary restraining orders).	○	○	○	○	○	○
39. Knowledge of the basics of evidence preservation.	○	○	○	○	○	○

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
40. Knowledge of types of liability (e.g., "vicarious liability").	○	○	○	○	○	○
41. Knowledge of the theory, types, and consequences of negligence (e.g., punitive damages, agency disciplinary actions).	○	○	○	○	○	○
42. Knowledge of the general use of the Administrative Code.	○	○	○	○	○	○
43. Knowledge of the general use of the children and family services statutes.	○	○	○	○	○	○
44. Knowledge of the general use of the U.S. Constitution.	○	○	○	○	○	○
45. Knowledge of the basic use and applications of the Alcoholic Beverage Control Act.	○	○	○	○	○	○
46. Knowledge of the basic use and applications of the Business and Professions Code.	○	○	○	○	○	○
47. Knowledge of the basic use and applications of the Civil Code.	○	○	○	○	○	○
48. Knowledge of the basic use and applications of the Fish and Wildlife Code.	○	○	○	○	○	○
49. Knowledge of the basic use and applications of the Health and Safety Code.	○	○	○	○	○	○
50. Knowledge of the basic use and applications of the Penal Code.	○	○	○	○	○	○
51. Knowledge of the basic use and applications of the Vehicle Code.	○	○	○	○	○	○
52. Knowledge of the basic use and applications of the Welfare and Institutions Code.	○	○	○	○	○	○
53. Knowledge of the elements of specific crimes within the Penal Code.	○	○	○	○	○	○

38

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
54. Knowledge of the elements of specific crimes within the Vehicle Code.	◯	◯	◯	◯	◯	◯
55. Knowledge of the elements of specific crimes within the Business and Professions Code.	◯	◯	◯	◯	◯	◯
56. Knowledge of the elements of specific crimes within the Welfare and Institutions Code.	◯	◯	◯	◯	◯	◯
57. Knowledge of the elements of specific crimes within the Health and Safety Code.	◯	◯	◯	◯	◯	◯
58. Knowledge of the elements of specific violations of city and county ordinances.	◯	◯	◯	◯	◯	◯

39

Public Safety Dispatcher Job Analysis Survey

KNOWLEDGE

26. Incident-Taking

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
59. Knowledge of basic techniques for listening, questioning, and conversation control, including telephone etiquette.	○	○	○	○	○	○
60. Knowledge of procedures for determining whether to respond to, or refer, complaints and requests-for-service.	○	○	○	○	○	○
61. Knowledge of the criteria used to prioritize complaints and requests-for-service (e.g., life-threatening, in-progress, property crimes, "cold" response).	○	○	○	○	○	○
62. Knowledge of the types and functions of 911 systems (e.g., basic, enhanced).	○	○	○	○	○	○
63. Knowledge of techniques for call-handling (e.g., direct dispatching, referral, call transfer, relay, private property tows, repossession tows).	○	○	○	○	○	○

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
64. Knowledge of the legal requirements for responding to both landline, cellular, email, Text-to-911, and NextGen calls.	○	○	○	○	○	○
65. Knowledge of the role of the telephone company in maintaining and updating the 911 system.	○	○	○	○	○	○
66. Knowledge of 911 reporting forms and procedures (e.g., updates to information).	○	○	○	○	○	○
67. Knowledge of procedures for recognizing and communicating with deaf (TDD) callers.	○	○	○	○	○	○
68. Knowledge of procedures for recognizing and communicating with non-English speaking or limited English-speaking callers.	○	○	○	○	○	○
69. Knowledge of procedures for recognizing and communicating with speech impaired callers.	○	○	○	○	○	○
70. Knowledge of procedures for recognizing and communicating with very young callers.	○	○	○	○	○	○
71. Knowledge of procedures for recognizing and communicating with hysterical or emotionally unstable callers.	○	○	○	○	○	○
72. Knowledge of procedures for recognizing and communicating with abusive, irate, or profane callers.	○	○	○	○	○	○
73. Knowledge of procedures for recognizing and communicating with intoxicated callers.	○	○	○	○	○	○
74. Knowledge of procedures for recognizing and communicating with suicidal or mentally unstable callers.	○	○	○	○	○	○
75. Knowledge of procedures for recognizing and communicating with elderly callers.	○	○	○	○	○	○

41

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
76. Knowledge of procedures for recognizing and communicating with callers using contemporary street language (e.g., slang, drug terms).	○	○	○	○	○	○
77. Knowledge of procedures and considerations for communicating with other agencies (e.g., use of clear text).	○	○	○	○	○	○
78. Knowledge of the appropriate information to obtain when taking complaints and requests-for-service (e.g., who, what, where, when, how, why).	○	○	○	○	○	○
79. Knowledge of additional important considerations for taking complaints and requests (e.g., in-progress vs. cold call, possibility of quick apprehension, swatting calls, biased-based complaints).	○	○	○	○	○	○
80. Knowledge of legal requirements for handling certain complaints (e.g., missing persons).	○	○	○	○	○	○
81. Knowledge of basic telecommunications technologies and capabilities (e.g., cellular systems, VoIP, OnStar)	○	○	○	○	○	○
82. Knowledge of GPS-enabled devices and GPS/bait-tracking equipment.	○	○	○	○	○	○

42

91

Public Safety Dispatcher Job Analysis Survey

27. Dissemination of Information

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
83. Knowledge of laws and other restrictions for accessing and dispensing criminal history and other information obtained via telecommunication systems and other sources.	○	○	○	○	○	○
84. Knowledge of laws and other restrictions pertaining to the release of information regarding juveniles, sex crime victims, names of deceased, and sensitive locations and incidents.	○	○	○	○	○	○
85. Knowledge of the potential consequences of releasing unauthorized information to the public, media, and other agencies (e.g., field personnel safety, citizen safety issues).	○	○	○	○	○	○
86. Knowledge of agency policies and procedures for the release of information to the media (e.g., types of information to be given, personnel authority).	○	○	○	○	○	○

43

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
87. Knowledge of the potential consequences of giving advice to citizens (e.g., liability issues).	○	○	○	○	○	○
88. Knowledge of procedures and guidelines for advising citizens of actions to take in various emergency and non-emergency crime situations.	○	○	○	○	○	○
89. Knowledge of procedures and guidelines for advising citizens of actions to take in various emergency and non-emergency traffic incidents.	○	○	○	○	○	○
90. Knowledge of procedures and guidelines for advising citizens of actions to take in various emergency and non-emergency medical situations.	○	○	○	○	○	○
91. Knowledge of procedures and guidelines for advising citizens of actions to take in various emergency and non-emergency fire situations.	○	○	○	○	○	○
92. Knowledge of procedures and guidelines for advising citizens of actions to take in various emergency and non-emergency hazard situations.	○	○	○	○	○	○
93. Knowledge of procedures and guidelines for advising citizens of actions to take regarding various civil issues.	○	○	○	○	○	○
94. Knowledge of procedures and guidelines for advising citizens of actions to take regarding crime prevention.	○	○	○	○	○	○
95. Knowledge of procedures and guidelines for advising citizens of actions to take in miscellaneous non-emergency situations (e.g., non-police, fire, and medical referrals).	○	○	○	○	○	○

44

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
96. Knowledge of procedures and considerations for notifying family members and other parties (e.g., administrative, injury, death, arrest notifications).	○	○	○	○	○	○
97. Knowledge of the types of information that various agencies are entitled to obtain from the communication center (e.g., DA investigations, Public Information Act).	○	○	○	○	○	○
98. Knowledge of the potential consequences of giving inaccurate or unauthorized information to other agencies.	○	○	○	○	○	○
99. Knowledge of procedures and requirements for notifying California agencies and/or the public regarding an emergency or need for service (e.g., Amber Alert, Teletypes).	○	○	○	○	○	○
100. Knowledge of procedures, requirements, and appropriate language for relaying information to out-of-state agencies.	○	○	○	○	○	○
101. Knowledge of the use and procedures for social media (e.g., NIXLE, Facebook, Instagram, Twitter).	○	○	○	○	○	○

45

Public Safety Dispatcher Job Analysis Survey

28. Radio Dispatching

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
102. Knowledge of professional radio broadcasting language, rules, and regulations (e.g., FCC).	○	○	○	○	○	○
103. Knowledge of basic radio voice techniques, including voice control and diction.	○	○	○	○	○	○
104. Knowledge of techniques for managing and prioritizing radio traffic.	○	○	○	○	○	○
105. Knowledge of procedures for making lengthy broadcasts and conserving air time.	○	○	○	○	○	○
106. Knowledge of local agency codes used to classify incidents and field unit status.	○	○	○	○	○	○
107. Knowledge of the phonetic alphabet.	○	○	○	○	○	○
108. Knowledge of the variety of coding systems used by different agencies.	○	○	○	○	○	○

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
109. Knowledge of the functions and operations of commonly used radio systems (e.g., CLEMARS, CLERS).	○	○	○	○	○	○
110. Knowledge of basic radio technology (e.g., frequencies, repeaters).	○	○	○	○	○	○
111. Knowledge of field resources, including the different types, their functions, and the types of incidents for which they are appropriate.	○	○	○	○	○	○
112. Knowledge of the appropriate types and numbers of personnel to send to various complaints and requests for service.	○	○	○	○	○	○
113. Knowledge of dispatching decision strategies (e.g., considering geographic area, response time, available backup, and agency policies).	○	○	○	○	○	○
114. Knowledge of the appropriate types and order of information to provide when dispatching field units (e.g., type of call, location, description of suspect, vehicle).	○	○	○	○	○	○
115. Knowledge of additional important considerations for prioritizing and providing information to field units (e.g., in-progress, possibility of quick apprehension, injury, weapons).	○	○	○	○	○	○
116. Knowledge of procedures for advising field units of additional status information (e.g., supplemental, criminal).	○	○	○	○	○	○
117. Knowledge of procedures for tracking field unit status.	○	○	○	○	○	○
118. Knowledge of available backup resources outside the agency.	○	○	○	○	○	○

47

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
119. Knowledge of the types of situations that are potentially dangerous (e.g., weapons, premise history).	○	○	○	○	○	○
120. Knowledge of procedures for broadcasting potentially dangerous information (e.g., felony warrants, stolen vehicle).	○	○	○	○	○	○
121. Knowledge of procedures for coordinating the response of multiple field units.	○	○	○	○	○	○
122. Knowledge of circumstances that require notification of the field supervisor.	○	○	○	○	○	○
123. Knowledge of when and how to broadcast personal identifiable information (e.g., use of encrypted channel vs. primary channel).	○	○	○	○	○	○
124. Knowledge of procedures for radio failure (e.g., backup radio systems, cards/manual mode).	○	○	○	○	○	○

Public Safety Dispatcher Job Analysis Survey

KNOWLEDGE

29. Law Enforcement Information Systems

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
125. Knowledge of the functions and operations of CJIS (e.g., access, input, query).	○	○	○	○	○	○
126. Knowledge of the functions and operations of CLETS (e.g., access, input, query).	○	○	○	○	○	○
127. Knowledge of the functions and operations of the DMV (AMIS, ANI) system (e.g., access, input, query).	○	○	○	○	○	○
128. Knowledge of the functions and operations of the DOJ (CII) system (e.g., access, input, query).	○	○	○	○	○	○
129. Knowledge of the functions and operations of LEDS (e.g., access, input, query).	○	○	○	○	○	○
130. Knowledge of the functions and operations of the NCIC system (e.g., access, input, query).	○	○	○	○	○	○
131. Knowledge of the functions and operations of NLETS (e.g., access, input, query).	○	○	○	○	○	○
132. Knowledge of the functions and operations of local area networks (e.g., access, input, query).	○	○	○	○	○	○
133. Knowledge of laws, rules, and restrictions for accessing, disseminating, and updating information in telecommunication systems, including consequences of misuse.	○	○	○	○	○	○
134. Knowledge of the use of manuals for telecommunication systems.	○	○	○	○	○	○

Public Safety Dispatcher Job Analysis Survey

KNOWLEDGE

30. Public Safety-Related Agencies

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
135. Knowledge of the purpose and principles of mutual aid.	○	○	○	○	○	○
136. Knowledge of procedures for requesting mutual aid and responding to mutual aid requests.	○	○	○	○	○	○
137. Knowledge of the procedures and responsibilities in working with CPS, APS, and social services.	○	○	○	○	○	○
138. Knowledge of the procedures and responsibilities in working with local government services (e.g., 311, animal control, code enforcement).	○	○	○	○	○	○
139. Knowledge of the various types and functions of referral agencies and the various situations for which referral agency involvement is appropriate (e.g., DA office, probation/parole, courts.)	○	○	○	○	○	○
140. Knowledge of the procedures for working with referral agencies (e.g., making notifications; referring citizens, officers, and other agencies; requesting assistance; obtaining information).	○	○	○	○	○	○

Public Safety Dispatcher Job Analysis Survey

KNOWLEDGE

31. Communication Equipment and Resources

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
141. Knowledge of the functions and operations of complaint-taking equipment (e.g., telephone console, 911 equipment, alarm panels).	○	○	○	○	○	○
142. Knowledge of the functions and operations of dispatching and computer support equipment (e.g., radio console and controls, rebooting the system).	○	○	○	○	○	○
143. Knowledge of the functions and operations of miscellaneous communications center/office equipment (e.g., security system, intercom, photocopier).	○	○	○	○	○	○
144. Knowledge of office maintenance procedures (e.g., cleaning, operational readiness/troubleshooting).	○	○	○	○	○	○
145. Knowledge of equipment maintenance and repairs (e.g., call-out procedures).	○	○	○	○	○	○
146. Knowledge of available resource materials and their use in performing public safety dispatcher job duties (e.g., manuals, directories, code books).	○	○	○	○	○	○
147. Knowledge of Criss Cross, RapidDeploy, and RapidSOS.	○	○	○	○	○	○
148. Knowledge of non-traditional resources (411.com, Carfax, NIXLE, Facebook, Instagram, Twitter, home surveillance systems).	○	○	○	○	○	○

54

103

Public Safety Dispatcher Job Analysis Survey

KNOWLEDGE

32. Training

	0 - Not important; not required	1 - Of minor importance	2 - Fairly important	3 - Moderately important	4 - Very important	5 - Critically important
149. Knowledge of the role of the trainer in the communications environment.	○	○	○	○	○	○
150. Knowledge of agency policies and procedures regarding training.	○	○	○	○	○	○
151. Knowledge of resources and methods for the planning and preparation of training.	○	○	○	○	○	○
152. Knowledge of instructional techniques, including documentation methods.	○	○	○	○	○	○
153. Knowledge of special considerations for training in the communications environment (e.g., adult learning styles, cultural differences).	○	○	○	○	○	○
154. Knowledge of legal liabilities and issues pertaining to training (e.g., discrimination, sexual harassment, documentation, confidentiality, negligence, and vicarious liability).	○	○	○	○	○	○
155. Knowledge of current POST requirements for public safety dispatchers.	○	○	○	○	○	○

Public Safety Dispatcher Job Analysis Survey

SKILLS

33. Below are 63 different types of skills that dispatchers may utilize on the job. Using the following rating scale, please indicate the importance of the skill to the overall successful job performance of dispatchers. When making your ratings, consider the full range of duties of all dispatchers, and the importance of the skill in meeting these duties.

How important is this Vocal Skill for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
1. Skill in projecting one's voice clearly and audibly with appropriate tone, phrasing, diction, and rate of speed.	○	○	○	○	○	○
2. Skill in maintaining vocal composure in a variety of adverse or stressful situations.	○	○	○	○	○	○

34. How important is this Listening Skill for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
3. Skill in distinguishing between significant and insignificant information given orally (e.g., significant details of complaints or incidents).	○	○	○	○	○	○
4. Skill in identifying and responding to children, the elderly, and disabled callers.	○	○	○	○	○	○
5. Skill in detecting and interpreting background sounds heard over the telephone or radio (e.g., shots fired, fighting).	○	○	○	○	○	○
6. Skill in listening while at the same time performing various tasks (e.g., while operating communications equipment).	○	○	○	○	○	○
7. Skill in following oral directions given by supervisors, managers, and sworn staff.	○	○	○	○	○	○

35. How important is this Reporting and Recordkeeping Skill for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
8. Skill in accurately completing forms and reports.	○	○	○	○	○	○
9. Skill in note taking.	○	○	○	○	○	○
10. Skill in summarizing incidents in writing using appropriate language, spelling, and agency-specific abbreviations.	○	○	○	○	○	○
11. Skill in accurately recording names and other personal information.	○	○	○	○	○	○

58

107

36. How important is this Reading Skill for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
12. Skill in reading and understanding policy and procedure manuals and memoranda.	○	○	○	○	○	○
13. Skill in reading and understanding operating manuals for law enforcement information systems and equipment.	○	○	○	○	○	○
14. Skill in reading and understanding laws, codes, and ordinances.	○	○	○	○	○	○
15. Skill in reading and understanding warrants and court orders.	○	○	○	○	○	○
16. Skill in reading and understanding electronic messages (e.g., CLETS, teletypes).	○	○	○	○	○	○
17. Skill in reading and understanding calls for service, prioritizing, and interpreting radio dispatch codes and policies.	○	○	○	○	○	○
18. Skill in reading and understanding various public safety-related reports.	○	○	○	○	○	○
19. Skill in reading and understanding requests for service (e.g., Text-to-911).	○	○	○	○	○	○

37. How important is this Incident-Taking Skill for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
20. Skill in applying telephone etiquette (e.g., courtesy, professionalism).	○	○	○	○	○	○
21. Skill in operating telephone equipment (including 911 equipment).	○	○	○	○	○	○
22. Skill in applying questioning techniques, including control of conversation and obtaining essential information from the public and other agencies.	○	○	○	○	○	○

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
23. Skill in using call control and deescalating techniques when communicating via telephone with diverse types of people (e.g., hysterical, intoxicated, abusive, irate, mentally-impaired, suicidal, elderly, children, non-English speaking, deaf).	○	○	○	○	○	○
24. Skill in screening telephone calls (e.g., determining whether to refer or respond).	○	○	○	○	○	○
25. Skill in recognizing nonverbal cues and trusting intuitions.	○	○	○	○	○	○
26. Skill in evaluating and prioritizing complaints, incidents, and requests.	○	○	○	○	○	○
27. Skill in receiving and processing multiple simultaneous complaints or incidents.	○	○	○	○	○	○
28. Skill in providing appropriate information to the public, media, and other agencies (e.g., explaining, advising, referring).	○	○	○	○	○	○
29. Skill in incident-taking using CAD system equipment.	○	○	○	○	○	○
30. Skill in using multiple systems for processing calls for service (e.g., phone system, mapping system, RapidDeploy, RapidSOS).	○	○	○	○	○	○

38. How important is this Dispatching Skill for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
31. Skill in using radio codes.	○	○	○	○	○	○
32. Skill in using radio language and plain language, when appropriate.	○	○	○	○	○	○
33. Skill in using phonetic alphabet.	○	○	○	○	○	○
34. Skill in using common legal terms.	○	○	○	○	○	○

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
35. Skill in operating CAD and radio dispatching equipment (e.g., mutual aid channels, switching between channels, patches).	○	○	○	○	○	○
36. Skill in using brevity and clarity when broadcasting information over the radio.	○	○	○	○	○	○
37. Skill in assigning appropriate field resources.	○	○	○	○	○	○
38. Skill in talking while at the same time operating dispatching equipment.	○	○	○	○	○	○
39. Skill in maintaining several conversations at one time.	○	○	○	○	○	○
40. Skill in coordinating activities of multiple field units.	○	○	○	○	○	○
41. Skill in keeping track of multiple events occurring at the same time.	○	○	○	○	○	○
42. Skill in monitoring, prioritizing, responding to, and maintaining control over radio traffic.	○	○	○	○	○	○
43. Skill in using maps.	○	○	○	○	○	○
44. Skill in giving directions (e.g., travel directions).	○	○	○	○	○	○
45. Skill in giving instructions to citizens and sworn personnel (e.g., evacuations, resource centers, shelter-in-place orders).	○	○	○	○	○	○
46. Skill in monitoring and responding to enhanced public safety alerts (e.g., department alarms, video monitoring, Shotspotter).	○	○	○	○	○	○
47. Skill in communicating using specialized operations terminology (e.g., SWAT, Mobile Field Force).	○	○	○	○	○	○

39. How important is this Telecommunication Skill for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
48. Skill in using and interpreting the DOJ system.	○	○	○	○	○	○
49. Skill in using and interpreting the CJIS system.	○	○	○	○	○	○
50. Skill in using and interpreting the CLETS system.	○	○	○	○	○	○
51. Skill in using and interpreting the DMV (AMIS, ANI) system.	○	○	○	○	○	○
52. Skill in using and interpreting the LEDS system.	○	○	○	○	○	○
53. Skill in using and interpreting the NCIC system.	○	○	○	○	○	○
54. Skill in using and interpreting the NLETS system.	○	○	○	○	○	○
55. Skill in using and interpreting local information systems.	○	○	○	○	○	○
56. Skill in exercising right-to-know versus need-to-know when accessing telecommunication systems.	○	○	○	○	○	○

40. How important is this Interpersonal Skill for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
57. Skill in communicating in-person with diverse types of people (e.g., hysterical, intoxicated, abusive, irate, mentally-impaired, suicidal, elderly, children, non-English speaking, deaf).	○	○	○	○	○	○
58. Skill in positively and effectively communicating with coworkers, supervisors, and work teams.	○	○	○	○	○	○
59. Skill in active listening (e.g., giving feedback, paraphrasing).	○	○	○	○	○	○
60. Skill in being adaptive to different communication styles within your agency.	○	○	○	○	○	○

41. How important is this Administrative Skill for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
61. Skill in typing information received both orally and in written form, with speed and accuracy.	○	○	○	○	○	○
62. Skill in handling records (i.e., receiving, processing, accessing, retrieving, and releasing).	○	○	○	○	○	○
63. Skill in records management using CAD and other database systems.	○	○	○	○	○	○

63

Public Safety Dispatcher Job Analysis Survey

42. Below are 21 abilities and an example for each ability. Please read each ability and example carefully. Using the following rating scale, please indicate the importance of the ability to the overall successful job performance of dispatchers. When making your ratings, consider the full range of duties of all dispatchers, and the importance of the ability in meeting these duties.

How important is this Cognitive Verbal Ability for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
1. **Oral Comprehension:** Ability to understand spoken English words and sentences. **Examples:** Understanding complaints, requests, and other information received orally from citizens, field personnel, and other agencies; understanding briefings, instructions, and directions received orally from field personnel, supervisors, and co-workers.	○	○	○	○	○	○
2. **Written Comprehension:** Ability to understand written documents. **Examples:** Reading and understanding written incident information (e.g., summaries), various reference materials (e.g., manuals, codes, policies, and procedures), and teletype information (e.g., CLETS, NCIC).	○	○	○	○	○	○

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
3. **Oral Expression:** Ability to use English words or sentences in speaking so others will understand. **Examples:** Providing information and directions orally to the public, co-workers, and field personnel; questioning callers; dispatching field personnel; explaining policies and advising citizens of actions to take in various emergency and nonemergency situations.	○	○	○	○	○	○
4. **Written Expression:** Ability to use English words or sentences in written form so others will understand. **Examples:** Recording and summarizing incident information in writing (e.g., completing incident cards and reports); maintaining various logs; preparing information to broadcast (e.g., teletype messages, APB's); writing office communications and bulletins; dispatching field personnel via CAD system.	○	○	○	○	○	○
5. **Fluency of Ideas:** Ability to produce a number of ideas about a given topic. **Examples:** Providing alternatives to the public and field personnel (e.g., identifying alternative resources, routes of travel); coming up with alternative approaches to obtain information from a difficult caller or to keep a caller on the phone (e.g., suicide, suspect); identifying a variety of databases and other resources as needed to obtain requested information.	○	○	○	○	○	○

43. How important is this Cognitive Reasoning Ability for successful job performance?

65

114

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
6. **Deductive Reasoning:** Ability to apply general rules to specific problems to come up with logical answers and determine if an answer makes sense. **Examples:** Resolving complaints and requests for service; determining how many units to dispatch to a call (e.g., appropriate level of response); recognizing that information given by a caller is not consistent.	○	○	○	○	○	○
7. **Inductive Reasoning:** Ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions. This involves the ability to think of possible reasons why things go together. **Examples:** Judging whether an incident or request is legitimate; determining whether an incident is a criminal or civil matter; evaluating incident information and determining the type of crime (e.g., robbery vs. burglary); recognizing duplicate or related calls (e.g., comparing suspect information given in separate calls; summarizing long/drawn out incident entries).	○	○	○	○	○	○
8. **Information Ordering:** Ability to correctly follow a given rule or set of rules to arrange things or actions in a certain order (e.g., numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations). **Examples:** Classifying and prioritizing incident and requests; recording incident/request information in the appropriate format; arranging information in the appropriate order for broadcasting to field personnel; reading back a teletype message in logical order.	○	○	○	○	○	○

44. How important is this Cognitive Memory Ability for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
9. **Memorization**: Ability to remember information, such as words, numbers, pictures, and procedures. **Examples:** Remembering details of a recent incident or related incidents; remembering procedures for handling various types of complaints and incidents, as well as for operating communications equipment and systems; remembering various codes and abbreviations (e.g., radio, legal); remembering geographical boundaries and significant or common locations.	○	○	○	○	○	○

45. How important is this Cognitive Perceptual Ability for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
10. **Speed of Recognition:** Ability to quickly combine and organize segments of information into one meaningful interpretation. The material may be visual or auditory. **Examples:** Evaluating initial information and quickly determining whether an incident is an emergency; receiving multiple radio transmissions in rapid succession and determining that they pertain to the same incident; taking several calls reporting different parts of the same incident and quickly combining the information to gain an overall picture of what happened.	○	○	○	○	○	○

116

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
11. **Perceptual Speed:** Ability to compare letters, numbers, objects, pictures, or patterns, both quickly and accurately. Items may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object. **Examples:** Quickly comparing and verifying names, locations, and descriptions received by radio, phone, or written form (e.g., checking a detainee's description against a "wanted" list or database inquiry); quickly comparing incident information to determine if different calls are related.	○	○	○	○	○	○
12. **Selective Attention:** Ability to concentrate on a task and not be distracted. When distraction is present, it is not part of the task being done. This ability also involves concentrating while performing a boring task while maintaining situational awareness. **Examples:** Taking calls and dispatching field personnel from within a noisy, distracting work environment (e.g., taking a complaint from a citizen while other phone lines are ringing, other dispatchers are receiving emergency calls, teletype messages are printing, and alarm panels are sounding); dispatching field personnel to an incident while other unrelated personnel are transmitting on the same frequency.	○	○	○	○	○	○
13. **Multitasking:** Ability to shift between two or more sources of information. **Examples:** Handling multiple calls for assistance; taking a call while monitoring radio traffic, teletypes, and alarm panels; coordinating the response of multiple field units to an incident or several ongoing incidents; monitoring multiple radio channels; tracking the status of field personnel while performing other duties (e.g., taking an incident or dispatching).	○	○	○	○	○	○

68

117

46. How important is this Psycho-Motor Manual Dexterity Ability for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
14. **Multilimbed Coordination:** Ability to coordinate movements of two or more limbs (e.g., two arms, two legs, or one leg and one arm). Two or more limbs are in motion while the individual is sitting or standing. **Examples:** Typing with two hands; operating phone and radio equipment simultaneously; operating a radio transmitter foot pedal control while typing or operating radio console controls.	○	○	○	○	○	○
15. **Finger Dexterity:** Ability to make skillful, coordinated, rapid movements of the fingers of one or both hands and to grasp, place, or move small objects. **Examples:** Performing keyboard operations; operating radio console equipment; operating PBX equipment.	○	○	○	○	○	○

47. How important is this Psycho-Motor Manual Speed Ability for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
16. **Response Orientation:** Ability to choose between two or more movements quickly and accurately when two or more different signals are given (e.g., lights, sounds, pictures). This ability is concerned with the speed of the correct response with the hand, foot, etc. **Examples:** Receiving several phone and/or radio calls at once and quickly selecting and responding to the call with the highest priority; quickly switching radio channels to communicate with several different field personnel on different frequencies.	○	○	○	○	○	○
17. **Reaction Time:** Ability to give one fast response to one signal when it appears (e.g., sound, light, picture). This ability is concerned with the speed with which the movement can be started with the hand, foot, etc. **Examples:** Immediately responding to a radio transmission or telephone call; detecting and reacting to an activated alarm panel.	○	○	○	○	○	○

48. How important is this Sensory-Motor Vision Ability for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
18. **Near Vision:** Ability to see close environmental surroundings. **Examples:** Reading various written materials (e.g., incident summaries, logs, directories, equipment and system manuals, policies and procedures, legal codes); reading equipment displays (e.g., telephone panel, radio control panel, teletypes, CAD screen); viewing building security video monitors.	○	○	○	○	○	○

119

49. How important is this Sensory-Motor Hearing Ability for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
19. **General Hearing:** Ability to detect and to discriminate among sounds that vary over broad ranges of pitch and/or loudness. **Examples:** Hearing and distinguishing between different types of ring tones, alarms, warning bells, and alert tones; hearing people talking on the phone, radio, or in person.	○	○	○	○	○	○
20. **Auditory Attention:** Ability to focus on a single source of auditory information in the presence of other distracting and unrelated auditory stimuli. **Examples:** Distinguishing between different conversations on the same radio channel; hearing a caller on a phone line or radio channel with heavy static or background noise.	○	○	○	○	○	○

50. How important is this Sensory-Motor Speech Ability for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
21. **Speech Clarity:** Ability to communicate orally in a clear fashion understandable to a listener. **Examples:** Includes speaking with sufficient clarity to be understood by others on the telephone or radio, or in person.	○	○	○	○	○	○

71

120

Public Safety Dispatcher Job Analysis Survey

TRAITS

51. Below are 14 traits. Please read the description of each trait carefully. Using the following rating scale, please indicate the importance of the trait to the overall successful job performance of dispatchers. When making your ratings, consider the full range of duties of all dispatchers, and the importance of the trait in meeting these duties.

How important is this trait for successful job performance?

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
1. Tolerance of Stress: Performs job duties effectively under adverse conditions (e.g., working under time pressure with high visibility and serious consequence of error, in crisis situations, tragedies, and emergencies, handling simultaneous incidents, and working with frequent interruption); "bounces back" from negative situations; performs duties under extreme pressure without delay.	○	○	○	○	○	○
2. Integrity: Honest and impartial; maintains confidentiality of information; refrains from using position for personal gain; strong work ethic (e.g., punctual, relieves outgoing shifts promptly, does not abuse leave balances).	○	○	○	○	○	○

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
3. Dependability/Accountability: Acts responsibly and reliably in all situations; willing to accept the consequences of one's decisions and behavior; is disciplined, thorough, accurate, and punctual.	○	○	○	○	○	○
4. Emotional Control: Acts calm and collected and does not allow emotions to affect performance or disrupt the work environment; does not overreact to situations; accepts delays without getting upset (is slow to anger); performs effectively in crises or overwhelming situations; does not become personally involved.	○	○	○	○	○	○
5. Tolerance of Demanding Work Environment: Accepts and is able to function effectively in a restrictive, demanding, and highly structured work environment (e.g., working in isolation, late or early shifts, long hours, limited staffing, working holidays, mandated overtime, sitting for prolonged periods, confined work space, rigid chain of command).	○	○	○	○	○	○
6. Adaptability: Changes behavior to meet the shifting demands of the job (e.g., advances in technology); adapts to substantial increases or decreases in work load and to changes in assignments; remains alert during periods of slow or repetitive work activity.	○	○	○	○	○	○
7. Teamwork: Assists and cooperates willingly and effectively with co-workers, supervisors, field personnel, and personnel at other agencies in performing job duties; a "team player."	○	○	○	○	○	○
8. Maturity: draws upon life experiences to deal with situations; thinks before acting (e.g., not impulsive); is not easily fooled (e.g., not naive); sees value in and takes work seriously; sensible; recognizes and is not bothered by trivial negative events and circumstances; accepts constructive feedback.	○	○	○	○	○	○

73

122

	0 - Not Important for Successful Job Performance	1 - Of Little Importance	2 - Of Some Importance	3 - Important	4 - Very Important	5 - Critically Important
9. Productivity: Performs work in an efficient, organized and timely manner; performs effectively without constant supervision.	○	○	○	○	○	○
10. Positive Attitude: Reacts in a positive and constructive manner when confronted with negative work situations; is optimistic; sees the good side in situations; displays cheerfulness; acts inspired about work; sees value in the organization and its members; is able to joke with co-workers (e.g., use humor to relieve tense or stressful situations).	○	○	○	○	○	○
11. Assertiveness: Takes command of a situation; acts confidently, without hesitation; not easily intimidated; justify decisions made.	○	○	○	○	○	○
12. Social Concern: Concerned with the safety and welfare of others; demonstrates an interest in people and serving the public.	○	○	○	○	○	○
13. Motivation: Displays hustle and drive in reaching work goals; self-motivated; makes use of "down time"; recognizes that the job may require additional time and energy; seeks answers to issues and questions; keeps trying, even in difficult situations; proceeds in the face of adversity.	○	○	○	○	○	○
14. Interpersonal Sensitivity: Addresses situations in a sensitive, straightforward manner, showing consideration for others; resolves disputes in the least offensive manner; acts in an unbiased fashion towards others, keeping personal prejudices out of the work place; attempts to understand and respects the attitudes and beliefs of others.	○	○	○	○	○	○

74

Public Safety Dispatcher Job Analysis Survey

52. Below are 218 different types of incidents that dispatchers may be called upon to handle on the job. (1-100 are on this page; 101-218 are on the following page.) Using the following rating scale, please rate how often you handle each incident:

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
1. Abandoned vehicle	○	○	○	○	○	○
2. Abuse to animals	○	○	○	○	○	○
3. Accident involving hazardous material (e.g., chemicals, oil spill)	○	○	○	○	○	○
4. Active shooter	○	○	○	○	○	○
5. Administrative detail (e.g., court, vehicle service, transport)	○	○	○	○	○	○
6. Air and water pollution	○	○	○	○	○	○
7. Aircraft accident	○	○	○	○	○	○
8. Aircraft in distress	○	○	○	○	○	○
9. Aircraft interference (e.g., drones, lasers)	○	○	○	○	○	○
10. Alarm - burglary	○	○	○	○	○	○
11. Alarm - fire	○	○	○	○	○	○
12. Alarm - medical	○	○	○	○	○	○
13. Alarm - panic	○	○	○	○	○	○
14. Alarm - robbery	○	○	○	○	○	○
15. Alarm - vehicle	○	○	○	○	○	○

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
16. Alcohol violation - consumption, sales, possession	○	○	○	○	○	○
17. Alerts (e.g., Amber, Silver, Blue, Yellow)	○	○	○	○	○	○
18. Ambulance needed	○	○	○	○	○	○
19. Animal bite	○	○	○	○	○	○
20. Animal control violation	○	○	○	○	○	○
21. Animal injured	○	○	○	○	○	○
22. Arson	○	○	○	○	○	○
23. Assault	○	○	○	○	○	○
24. Assault with a deadly weapon	○	○	○	○	○	○
25. Attempt to locate (e.g., persons or property)	○	○	○	○	○	○
26. Attempted murder	○	○	○	○	○	○
27. Auto notifications (e.g., auto crash, Uber, OnStar)	○	○	○	○	○	○
28. Automated license plate reader (e.g., LoJack, LPR)	○	○	○	○	○	○
29. Auto-pedestrian accident	○	○	○	○	○	○
30. Auto-train accident	○	○	○	○	○	○
31. Bad check (e.g., insufficient funds)	○	○	○	○	○	○
32. Barricaded suspect	○	○	○	○	○	○
33. Battery	○	○	○	○	○	○
34. Bicycle theft	○	○	○	○	○	○
35. Boat accident/distress	○	○	○	○	○	○
36. Bomb threat	○	○	○	○	○	○
37. Bombing	○	○	○	○	○	○
38. Brandishing weapon	○	○	○	○	○	○
39. Broadcast (e.g., officer safety, roadway hazards, missing persons from other agencies)	○	○	○	○	○	○
40. Burglary - commercial	○	○	○	○	○	○
41. Burglary - residential	○	○	○	○	○	○

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
42. Burglary - vehicle	○	○	○	○	○	○
43. Burning violation (e.g., spare the air, garbage)	○	○	○	○	○	○
44. Bus hijacking	○	○	○	○	○	○
45. Business or peddler license violation	○	○	○	○	○	○
46. Child abuse	○	○	○	○	○	○
47. Child custody – civil or criminal	○	○	○	○	○	○
48. Child molesting	○	○	○	○	○	○
49. Child neglect	○	○	○	○	○	○
50. Citizen flag-down (e.g., on-site)	○	○	○	○	○	○
51. Citizen holding suspects (e.g., in custody, loss prevention, security)	○	○	○	○	○	○
52. Citizen locked out of building or vehicle	○	○	○	○	○	○
53. Civil demonstration	○	○	○	○	○	○
54. Civil dispute	○	○	○	○	○	○
55. Civil process orders	○	○	○	○	○	○
56. Civil rights violation	○	○	○	○	○	○
57. Complaint against public safety personnel	○	○	○	○	○	○
58. Complaint regarding public safety service	○	○	○	○	○	○
59. Concealed weapon	○	○	○	○	○	○
60. Concerned party request for check on welfare of citizen	○	○	○	○	○	○
61. Conspiracy to commit a crime	○	○	○	○	○	○
62. Contributing to the delinquency of a minor	○	○	○	○	○	○
63. Counterfeit money	○	○	○	○	○	○
64. Credit card theft or misuse	○	○	○	○	○	○
65. Critical missing/at risk (e.g., juvenile, Alzheimer's, mental capacity)	○	○	○	○	○	○
66. Crowd/mob/protest	○	○	○	○	○	○
67. Curfew violation	○	○	○	○	○	○

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
68. Dangerous animal	○	○	○	○	○	○
69. Dead body (excluding homicide)	○	○	○	○	○	○
70. Death notification	○	○	○	○	○	○
71. Defrauding an innkeeper	○	○	○	○	○	○
72. Desertion or AWOL from military	○	○	○	○	○	○
73. Disturbance - family	○	○	○	○	○	○
74. Disturbance - fight (verbal or physical)	○	○	○	○	○	○
75. Disturbance - juveniles	○	○	○	○	○	○
76. Disturbance - neighbor	○	○	○	○	○	○
77. Disturbance - noise (e.g., music, barking dog)	○	○	○	○	○	○
78. Disturbance - party	○	○	○	○	○	○
79. Domestic violence	○	○	○	○	○	○
80. Downed wires	○	○	○	○	○	○
81. Drowning	○	○	○	○	○	○
82. Drug overdose	○	○	○	○	○	○
83. Drunk driver	○	○	○	○	○	○
84. Drunk in public area	○	○	○	○	○	○
85. Dumping violation	○	○	○	○	○	○
86. Elderly abuse or neglect	○	○	○	○	○	○
87. Embezzlement	○	○	○	○	○	○
88. Escaped prisoner - in the field	○	○	○	○	○	○
89. Escaped prisoner - jail, prison, or holding facility	○	○	○	○	○	○
90. Evictions	○	○	○	○	○	○
91. Explosion	○	○	○	○	○	○
92. Explosives - found or suspected	○	○	○	○	○	○
93. Explosives - unlawful possession or use	○	○	○	○	○	○
94. Extortion	○	○	○	○	○	○
95. Extraditions	○	○	○	○	○	○

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
96. False reporting of an emergency (misuse of 911)	○	○	○	○	○	○
97. Fire - structure	○	○	○	○	○	○
98. Fire - vegetation, misc. outdoor	○	○	○	○	○	○
99. Fire - vehicle	○	○	○	○	○	○
100. Fireworks violation	○	○	○	○	○	○

79

INCIDENTS (Continued)

53. Using the following rating scale, please rate how often you handle each incident:

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
101. Fish and wildlife violation/encroachment	○	○	○	○	○	○
102. Follow-up investigation	○	○	○	○	○	○
103. Forgery	○	○	○	○	○	○
104. Found child/adult	○	○	○	○	○	○
105. Found property	○	○	○	○	○	○
106. Fraud/scam	○	○	○	○	○	○
107. Fugitive/wanted person reported to be at a location	○	○	○	○	○	○
108. Gambling	○	○	○	○	○	○
109. Harassment (in-person, internet, text messages, phone)	○	○	○	○	○	○
110. Hazardous materials disposal	○	○	○	○	○	○
111. Hit and run (e.g., property, persons)	○	○	○	○	○	○
112. Homicide	○	○	○	○	○	○
113. Hostage situation	○	○	○	○	○	○
114. Identity theft	○	○	○	○	○	○
115. Illegal firearm	○	○	○	○	○	○
116. Illegal weapon other than firearm	○	○	○	○	○	○
117. Impersonating an officer or other official	○	○	○	○	○	○

80

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
118. Incomplete call for help (e.g., 911 hang-up)	○	○	○	○	○	○
119. Incorrigible juvenile	○	○	○	○	○	○
120. Indecent exposure	○	○	○	○	○	○
121. Industrial accident	○	○	○	○	○	○
122. Jail incident	○	○	○	○	○	○
123. Keep the peace (e.g., civil standby)	○	○	○	○	○	○
124. Kidnapping (including parental abduction)	○	○	○	○	○	○
125. Labor-management dispute	○	○	○	○	○	○
126. Lewd and lascivious conduct	○	○	○	○	○	○
127. Livestock Incidents (e.g., strays, animals on roadway)	○	○	○	○	○	○
128. Lost child	○	○	○	○	○	○
129. Lost property	○	○	○	○	○	○
130. Low flying aircraft	○	○	○	○	○	○
131. Medical emergency - law enforcement assistance needed	○	○	○	○	○	○
132. Medical emergency - no law enforcement assistance needed	○	○	○	○	○	○
133. Missing officer	○	○	○	○	○	○
134. Missing person	○	○	○	○	○	○
135. Missing/runaway juvenile	○	○	○	○	○	○
136. Municipal/county/district ordinance violations	○	○	○	○	○	○
137. Narcotics violation - use, sales, or possession	○	○	○	○	○	○
138. Natural Disasters (e.g., earthquake, landslides, floods, tornado, tsunami, wildfires)	○	○	○	○	○	○
139. Obscene, harassing, or threatening messages	○	○	○	○	○	○
140. Obstructing highway or passageway	○	○	○	○	○	○

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
141. Officer needs help - emergency	○	○	○	○	○	○
142. Officer request for assistance - routine	○	○	○	○	○	○
143. Other public agencies needing assistance (e.g., allied agencies, Health Department, Probation)	○	○	○	○	○	○
144. Panhandling	○	○	○	○	○	○
145. Parking violation	○	○	○	○	○	○
146. Parole or probation violation	○	○	○	○	○	○
147. Patrol or vacation check (e.g., extra patrol request)	○	○	○	○	○	○
148. Person with gun	○	○	○	○	○	○
149. Pornographic material	○	○	○	○	○	○
150. Prostitution	○	○	○	○	○	○
151. Prowler	○	○	○	○	○	○
152. Public assistance (e.g., lift assist, stuck elevator, stranded motorist)	○	○	○	○	○	○
153. Public nuisance	○	○	○	○	○	○
154. Purse snatch	○	○	○	○	○	○
155. Pursuit - foot	○	○	○	○	○	○
156. Pursuit - vehicle	○	○	○	○	○	○
157. Racing/speeding motor vehicle	○	○	○	○	○	○
158. Rape	○	○	○	○	○	○
159. Receiving/possessing stolen property	○	○	○	○	○	○
160. Reckless driving	○	○	○	○	○	○
161. Recovered aircraft	○	○	○	○	○	○
162. Recovered boat	○	○	○	○	○	○
163. Recovered stolen property	○	○	○	○	○	○
164. Recovered vehicle	○	○	○	○	○	○
165. Request for copy of crime or traffic report	○	○	○	○	○	○
166. Resisting arrest	○	○	○	○	○	○

131

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
167. Restraining orders (e.g., Emergency Protective Orders)	○	○	○	○	○	○
168. Riot	○	○	○	○	○	○
169. Robbery	○	○	○	○	○	○
170. Ruptured gas line	○	○	○	○	○	○
171. Ruptured water line	○	○	○	○	○	○
172. Safety hazard	○	○	○	○	○	○
173. Search and rescue incidents	○	○	○	○	○	○
174. Sexual assault	○	○	○	○	○	○
175. Shooting into dwelling, vehicle, or aircraft	○	○	○	○	○	○
176. Shoplifting	○	○	○	○	○	○
177. Shots heard	○	○	○	○	○	○
178. Smoke report	○	○	○	○	○	○
179. Stalking	○	○	○	○	○	○
180. Stolen aircraft or aircraft parts	○	○	○	○	○	○
181. Suicide or attempted suicide	○	○	○	○	○	○
182. Surveillance	○	○	○	○	○	○
183. Suspicious circumstances or object	○	○	○	○	○	○
184. Suspicious person	○	○	○	○	○	○
185. Suspicious vehicle	○	○	○	○	○	○
186. Tampering - auto	○	○	○	○	○	○
187. Tampering - equipment	○	○	○	○	○	○
188. Tampering - food or drugs	○	○	○	○	○	○
189. Tarasoff threats (e.g., therapist-initiated mandatory reporting)	○	○	○	○	○	○
190. Terrorist threat	○	○	○	○	○	○
191. Theft - felony	○	○	○	○	○	○
192. Theft - misdemeanor	○	○	○	○	○	○
193. Threats against person	○	○	○	○	○	○
194. Throwing or launching objects at moving vehicles	○	○	○	○	○	○

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
195. Traffic collision - fatality	○	○	○	○	○	○
196. Traffic collision - injury	○	○	○	○	○	○
197. Traffic collision - minor injury	○	○	○	○	○	○
198. Traffic collision - non-injury	○	○	○	○	○	○
199. Traffic collision - unknown injury	○	○	○	○	○	○
200. Traffic congestion or control	○	○	○	○	○	○
201. Traffic hazard	○	○	○	○	○	○
202. Traffic signal malfunction	○	○	○	○	○	○
203. Train derailment	○	○	○	○	○	○
204. Train or crossing arm blocking traffic	○	○	○	○	○	○
205. Train-pedestrian	○	○	○	○	○	○
206. Trespassing	○	○	○	○	○	○
207. Truancy violation	○	○	○	○	○	○
208. Vandalism	○	○	○	○	○	○
209. Vehicle license plate stolen	○	○	○	○	○	○
210. Vehicle license tag stolen/lost	○	○	○	○	○	○
211. Vehicle registration/title violation	○	○	○	○	○	○
212. Vehicle stop - felony (high risk)	○	○	○	○	○	○
213. Vehicle stop - routine	○	○	○	○	○	○
214. Vehicle theft	○	○	○	○	○	○
215. Violation of court orders (e.g., violations, service, enforcement)	○	○	○	○	○	○
216. Warrant service	○	○	○	○	○	○
217. Water rescue	○	○	○	○	○	○
218. Welfare checks	○	○	○	○	○	○

Public Safety Dispatcher Job Analysis Survey

EQUIPMENT AND SYSTEMS

54. Below are 53 different types of equipment and system items that dispatchers may use on the job. Using the following rating scale, please rate how often you use each equipment and system item:

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
1. Alarm monitor	○	○	○	○	○	○
2. Broadcast television	○	○	○	○	○	○
3. Call/radio playback machine	○	○	○	○	○	○
4. Card back-up systems	○	○	○	○	○	○
5. CD/DVD equipment	○	○	○	○	○	○
6. Centrex telephone	○	○	○	○	○	○
7. CII (Criminal Identification & Investigation) system	○	○	○	○	○	○
8. CJIS (Criminal Justice Information System)	○	○	○	○	○	○
9. CLEMARS (California Law Enforcement Mutual Aid Radio System)	○	○	○	○	○	○
10. CLETS (California Law Enforcement Telecommunication System)	○	○	○	○	○	○
11. Computer aided dispatch	○	○	○	○	○	○
12. Computer printer	○	○	○	○	○	○
13. Computer terminal and keyboard	○	○	○	○	○	○
14. Comtech	○	○	○	○	○	○

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
15. DMV (Department of Motor Vehicles) system	○	○	○	○	○	○
16. Electronic tracking devices (e.g., 3SI, ETS, PRONET)	○	○	○	○	○	○
17. Email	○	○	○	○	○	○
18. Emergency power supply (generator, uninterruptible power)	○	○	○	○	○	○
19. Facility security system	○	○	○	○	○	○
20. Handset	○	○	○	○	○	○
21. Headset/Wireless	○	○	○	○	○	○
22. Intercom	○	○	○	○	○	○
23. Internet	○	○	○	○	○	○
24. LEDS (Law Enforcement Data System)	○	○	○	○	○	○
25. Local computer information systems	○	○	○	○	○	○
26. Mapping systems (e.g., RapidDeploy, RapidSOS)	○	○	○	○	○	○
27. Microphone	○	○	○	○	○	○
28. Mute switch	○	○	○	○	○	○
29. NCIC (National Crime Information Center) system	○	○	○	○	○	○
30. NLETS (National Law Enforcement Telecommunication System)	○	○	○	○	○	○
31. Pager system	○	○	○	○	○	○
32. Phone call and radio transmission recorder	○	○	○	○	○	○
33. Photocopier/Fax/Scanners	○	○	○	○	○	○
34. Portable radios	○	○	○	○	○	○
35. PSAP transfer equipment	○	○	○	○	○	○
36. Radio console and controls	○	○	○	○	○	○
37. Radio frequency scanner	○	○	○	○	○	○
38. Radio pedal	○	○	○	○	○	○
39. Radio systems	○	○	○	○	○	○
40. Records management systems	○	○	○	○	○	○

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
41. Reddinet	○	○	○	○	○	○
42. Reverse 911 (e.g., NIXLE, Blackboard)	○	○	○	○	○	○
43. Security systems (e.g., video camera/monitor, key card system)	○	○	○	○	○	○
44. TDD (Telecommunications Device for the Deaf)	○	○	○	○	○	○
45. Telephone	○	○	○	○	○	○
46. Telephone transfer system	○	○	○	○	○	○
47. Teletype	○	○	○	○	○	○
48. Text to 911	○	○	○	○	○	○
49. Time stamp machine	○	○	○	○	○	○
50. Vehicle locating systems (e.g., LoJack)	○	○	○	○	○	○
51. VIN assist	○	○	○	○	○	○
52. 911 computer premise equipment (e.g., Vesta, Viper, Intrado)	○	○	○	○	○	○
53. 911 telephone equipment (ANI, ALI, printers)	○	○	○	○	○	○

Public Safety Dispatcher Job Analysis Survey

FIELD PERSONNEL

55. Below are 43 different types of field personnel that dispatchers may have contact with on the job. Using the following rating scale, please rate how often you have contact with each field personnel:

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
1. Air support (e.g., patrol helicopters and fixed-wing aircraft, unmanned aircraft, medical emergency resources)	○	○	○	○	○	○
2. Ambulance/emergency medical unit	○	○	○	○	○	○
3. Animal control	○	○	○	○	○	○
4. Bomb disposal	○	○	○	○	○	○
5. Cadets	○	○	○	○	○	○
6. Canine unit	○	○	○	○	○	○
7. Civil units	○	○	○	○	○	○
8. Code compliance officers	○	○	○	○	○	○
9. Community service officer/police service technician (e.g., take reports)	○	○	○	○	○	○
10. Coroner	○	○	○	○	○	○
11. Crime scene investigator (e.g., ID technician, lab technician, blood technician)	○	○	○	○	○	○
12. Crisis intervention team	○	○	○	○	○	○
13. Detectives	○	○	○	○	○	○
14. District Attorney	○	○	○	○	○	○

137

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
15. Drone operators/unmanned operators aerial vehicles	○	○	○	○	○	○
16. Federal agents (e.g., FBI, DEA, ATFE, U.S. Marshals)	○	○	○	○	○	○
17. Fire department personnel	○	○	○	○	○	○
18. Fish and wildlife officers	○	○	○	○	○	○
19. Hazardous materials disposal	○	○	○	○	○	○
20. Hostage negotiators	○	○	○	○	○	○
21. Medical personnel	○	○	○	○	○	○
22. Mental health personnel/PERT (Psychiatric Emergency Response Teams)	○	○	○	○	○	○
23. Narcotics/vice	○	○	○	○	○	○
24. Park rangers (state and county)	○	○	○	○	○	○
25. Parking control	○	○	○	○	○	○
26. Parole officers	○	○	○	○	○	○
27. Patrol officers	○	○	○	○	○	○
28. Probation officers	○	○	○	○	○	○
29. Public works personnel (e.g., sewer, traffic signals, trees)	○	○	○	○	○	○
30. Red Cross	○	○	○	○	○	○
31. Reserve officers	○	○	○	○	○	○
32. School officials	○	○	○	○	○	○
33. School police and security personnel	○	○	○	○	○	○
34. Search and rescue	○	○	○	○	○	○
35. Social service agencies	○	○	○	○	○	○
36. Specialized law enforcement units (multi-jurisdictional)	○	○	○	○	○	○
37. SWAT (e.g., Tactical dispatcher)	○	○	○	○	○	○
38. Traffic enforcement officers	○	○	○	○	○	○
39. Transit	○	○	○	○	○	○
40. Utilities personnel (PG&E, SMUD, Southern California Edison, Liberty)	○	○	○	○	○	○

89

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
41. Volunteers	○	○	○	○	○	○
42. Water company	○	○	○	○	○	○
43. Welfare fraud investigators	○	○	○	○	○	○

90

139

Public Safety Dispatcher Job Analysis Survey

REFERRAL AND MUTUAL AID AGENCIES

56. Below are 64 different types of referral and mutual aid agencies that dispatchers may have contact with on the job. Using the following rating scale, please rate how often you have contact with each referral and mutual aid agency:

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
1. Adult protective services	○	○	○	○	○	○
2. Airport security agencies	○	○	○	○	○	○
3. Alarm company	○	○	○	○	○	○
4. Alcohol and drug abuse center	○	○	○	○	○	○
5. Alcoholic Beverage Control (ABC)	○	○	○	○	○	○
6. Animal control	○	○	○	○	○	○
7. ATFE	○	○	○	○	○	○
8. Battered women's shelter	○	○	○	○	○	○
9. Bomb squads	○	○	○	○	○	○
10. Building department	○	○	○	○	○	○
11. California Department of Corrections and Rehabilitation	○	○	○	○	○	○
12. California Department of Fish and Wildlife	○	○	○	○	○	○
13. California Department of Motor Vehicles (DMV)	○	○	○	○	○	○

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
14. California Department of Parks and Recreation/State and National parks	○	○	○	○	○	○
15. California Highway Patrol	○	○	○	○	○	○
16. CALTRANS	○	○	○	○	○	○
17. Campus police/security	○	○	○	○	○	○
18. Chaplaincy	○	○	○	○	○	○
19. Child Protective Services	○	○	○	○	○	○
20. City personnel offices	○	○	○	○	○	○
21. City/County jail	○	○	○	○	○	○
22. County civil divisions	○	○	○	○	○	○
23. County coroner	○	○	○	○	○	○
24. County probation department	○	○	○	○	○	○
25. County social services/welfare department	○	○	○	○	○	○
26. Court systems	○	○	○	○	○	○
27. Crime-specific task forces	○	○	○	○	○	○
28. Department of Justice (DOJ)	○	○	○	○	○	○
29. District Attorney	○	○	○	○	○	○
30. Drug Enforcement Administration	○	○	○	○	○	○
31. Electric utility company	○	○	○	○	○	○
32. Emergency housing	○	○	○	○	○	○
33. Emergency medical service	○	○	○	○	○	○
34. Environmental health department	○	○	○	○	○	○
35. Federal Bureau of Investigation (FBI)	○	○	○	○	○	○
36. Fire department	○	○	○	○	○	○
37. Gas company	○	○	○	○	○	○
38. Graffiti abatement agencies	○	○	○	○	○	○
39. Homeland Security	○	○	○	○	○	○
40. Hospital	○	○	○	○	○	○
41. Hospital police/security	○	○	○	○	○	○

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
42. Humane society/SPCA	○	○	○	○	○	○
43. Immigration and Customs Enforcement (ICE)	○	○	○	○	○	○
44. Language translation service	○	○	○	○	○	○
45. Maintenance department (county, city)	○	○	○	○	○	○
46. Media	○	○	○	○	○	○
47. Mental health treatment facility	○	○	○	○	○	○
48. Military bases	○	○	○	○	○	○
49. NTSB/FAA	○	○	○	○	○	○
50. Parking enforcement	○	○	○	○	○	○
51. Poison control	○	○	○	○	○	○
52. Police department	○	○	○	○	○	○
53. Public works department (e.g., water, sewer, traffic signals)	○	○	○	○	○	○
54. Railroads	○	○	○	○	○	○
55. Sheriff's department	○	○	○	○	○	○
56. Street maintenance	○	○	○	○	○	○
57. TDD translation service (California relay service)	○	○	○	○	○	○
58. Telephone company	○	○	○	○	○	○
59. Towing service	○	○	○	○	○	○
60. Transit agencies	○	○	○	○	○	○
61. U.S. Marshals	○	○	○	○	○	○
62. Victim's assistance agencies (e.g., Red Cross, crime victim's assistance)	○	○	○	○	○	○
63. Water company	○	○	○	○	○	○
64. Wildlife rescue	○	○	○	○	○	○

Public Safety Dispatcher Job Analysis Survey

RESOURCE MATERIALS

57. Below are 37 different types of resource materials that dispatchers may use on the job. Using the following rating scale, please rate how often you use each resource material:

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
1. After hours "call out" directory (e.g., detectives, city crews)	○	○	○	○	○	○
2. Business and Professions Code	○	○	○	○	○	○
3. City/county ordinances	○	○	○	○	○	○
4. Department bulletins	○	○	○	○	○	○
5. Department or division policy and procedure manuals	○	○	○	○	○	○
6. Department or division rules, regulations, and general orders	○	○	○	○	○	○
7. Directories (e.g., names, addresses, phone numbers, special needs individuals, elderly residents, community resources, Criss Cross)	○	○	○	○	○	○
8. Emergency notification cards	○	○	○	○	○	○
9. Emergency operations plan	○	○	○	○	○	○
10. Equipment operator's manuals	○	○	○	○	○	○
11. Evacuation plans	○	○	○	○	○	○
12. Extensive lists (e.g., serial numbers, codes, descriptions)	○	○	○	○	○	○
13. Hazardous materials location index	○	○	○	○	○	○

	0 - Never	1 - Rarely	2 - Seldom	3 - Occasionally	4 - Often	5 - Very often
14. Hazardous materials manuals (e.g., DOT, Material Safety Data Sheet)	○	○	○	○	○	○
15. Health and Safety Code	○	○	○	○	○	○
16. Incoming correspondence	○	○	○	○	○	○
17. Internet-based resources (e.g., White Page.com, mapping programs)	○	○	○	○	○	○
18. Interoffice memos	○	○	○	○	○	○
19. Manual dispatch materials (e.g., dry erase boards, city maps)	○	○	○	○	○	○
20. Municipal Code	○	○	○	○	○	○
21. Mutual aid resource guide	○	○	○	○	○	○
22. NATB manuals	○	○	○	○	○	○
23. Penal Code	○	○	○	○	○	○
24. Premises maps, diagrams, and floorplans	○	○	○	○	○	○
25. Radio codes (incident type codes)	○	○	○	○	○	○
26. Restraining order/court order files	○	○	○	○	○	○
27. Shift activity reports	○	○	○	○	○	○
28. Street lists (e.g., cross-streets, map coordinates, master street address guide)	○	○	○	○	○	○
29. Street maps	○	○	○	○	○	○
30. Telecommunication system manuals (e.g., CJIS, NCIC)	○	○	○	○	○	○
31. Teletype messages	○	○	○	○	○	○
32. Training bulletins	○	○	○	○	○	○
33. Vehicle Code	○	○	○	○	○	○
34. Wanted bulletins (e.g., APB's, IB's)	○	○	○	○	○	○
35. Water maps (e.g., fire hydrants)	○	○	○	○	○	○
36. Weather forecasts and bulletins	○	○	○	○	○	○
37. Welfare and Institutions Code	○	○	○	○	○	○

144

APPENDIX C: CORE KNOWLEDGE

Knowledge	N	Mean Importance
119. Knowledge of the types of situations that are potentially dangerous (e.g., weapons, premise history).	352	4.72
7. Knowledge of the responsibilities and the functions of the communication center.	393	4.72
61. Knowledge of the criteria used to prioritize complaints and requests-for-service (e.g., life-threatening, in-progress, property crimes, "cold" response).	364	4.71
1. Knowledge of basic law enforcement terminology, jargon, and codes.	394	4.68
120. Knowledge of procedures for broadcasting potentially dangerous information (e.g., felony warrants, stolen vehicle).	352	4.66
59. Knowledge of basic techniques for listening, questioning, and conversation control, including telephone etiquette.	364	4.66
78. Knowledge of the appropriate information to obtain when taking complaints and requests-for-service (e.g., who, what, where, when, how, why).	362	4.65
104. Knowledge of techniques for managing and prioritizing radio traffic.	350	4.64
10. Knowledge of acceptable ethical job behavior (e.g., impartial assignment of work, use of privileged information, conflict of interest).	394	4.63
115. Knowledge of additional important considerations for prioritizing and providing information to field units (e.g., in-progress, possibility of quick apprehension, injury, weapons).	351	4.62

Knowledge	N	Mean Importance
79. Knowledge of additional important considerations for taking complaints and requests (e.g., in-progress vs. cold call, possibility of quick apprehension, swatting calls, biased-based complaints).	363	4.58
74. Knowledge of procedures for recognizing and communicating with suicidal or mentally unstable callers.	364	4.55
16. Knowledge of local area geography.	393	4.53
114. Knowledge of the appropriate types and order of information to provide when dispatching field units (e.g., type of call, location, description of suspect, vehicle).	351	4.53
113. Knowledge of dispatching decision strategies (e.g., considering geographic area, response time, available backup, and agency policies).	351	4.52
6. Knowledge of the functions of the dispatcher within the law enforcement system (e.g., first point of public safety contact, assigning work, and serving as a liaison).	394	4.52
9. Knowledge of acceptable professional behavior and language (e.g., conduct, self-discipline, sexual harassment issues).	394	4.51
63. Knowledge of techniques for call-handling (e.g., direct dispatching, referral, call transfer, relay, private property tows, repossession tows).	363	4.50
20. Knowledge of agency policies and procedures as they apply to communication center operations and personnel.	385	4.49
60. Knowledge of procedures for determining whether to respond to, or refer, complaints and requests-for-service.	364	4.48
117. Knowledge of procedures for tracking field unit status.	352	4.48

Knowledge	N	Mean Importance
71. Knowledge of procedures for recognizing and communicating with hysterical or emotionally unstable callers.	362	4.48
121. Knowledge of procedures for coordinating the response of multiple field units.	352	4.46
103. Knowledge of basic radio voice techniques, including voice control and diction.	352	4.45
107. Knowledge of the phonetic alphabet.	351	4.45
11. Knowledge of techniques and considerations for interacting with the public, co-workers, field personnel, and supervisors.	394	4.45
116. Knowledge of procedures for advising field units of additional status information (e.g., supplemental, criminal).	351	4.44
62. Knowledge of the types and functions of 911 systems (e.g., basic, enhanced).	364	4.42
122. Knowledge of circumstances that require notification of the field supervisor.	351	4.42
75. Knowledge of procedures for recognizing and communicating with elderly callers.	364	4.41
106. Knowledge of local agency codes used to classify incidents and field unit status.	350	4.41
80. Knowledge of legal requirements for handling certain complaints (e.g., missing persons).	364	4.41
105. Knowledge of procedures for making lengthy broadcasts and conserving airtime.	352	4.41
72. Knowledge of procedures for recognizing and communicating with abusive, irate, or profane callers.	364	4.40

Knowledge	N	Mean Importance
68. Knowledge of procedures for recognizing and communicating with non-English speaking or limited English-speaking callers.	362	4.39
112. Knowledge of the appropriate types and numbers of personnel to send to various complaints and requests for service.	352	4.36
64. Knowledge of the legal requirements for responding to both landline, cellular, email, Text-to-911, and NextGen calls.	364	4.35
142. Knowledge of the functions and operations of dispatching and computer support equipment (e.g., radio console and controls, rebooting the system).	349	4.35
102. Knowledge of professional radio broadcasting language, rules, and regulations (e.g., FCC).	352	4.35
141. Knowledge of the functions and operations of complaint-taking equipment (e.g., telephone console, 911 equipment, alarm panels).	349	4.35
70. Knowledge of procedures for recognizing and communicating with very young callers.	363	4.34
17. Knowledge of basic principles and procedures for effective teamwork within a communications center.	394	4.33
85. Knowledge of the potential consequences of releasing unauthorized information to the public, media, and other agencies (e.g., field personnel safety, citizen safety issues).	356	4.33
87. Knowledge of the potential consequences of giving advice to citizens (e.g., liability issues).	355	4.32
24. Knowledge of the emergency operations plan (e.g., cards/manual mode).	384	4.32

Knowledge	N	Mean Importance
124. Knowledge of procedures for radio failure (e.g., backup radio systems, cards/manual mode).	351	4.31
12. Knowledge of the types and sources of stress associated with the public safety dispatcher occupation.	393	4.31
133. Knowledge of laws, rules, and restrictions for accessing, disseminating, and updating information in telecommunication systems, including consequences of misuse.	348	4.31
73. Knowledge of procedures for recognizing and communicating with intoxicated callers.	364	4.30
126. Knowledge of the functions and operations of CLETS (e.g., access, input, query).	349	4.29
88. Knowledge of procedures and guidelines for advising citizens of actions to take in various emergency and non-emergency crime situations.	355	4.29
69. Knowledge of procedures for recognizing and communicating with speech impaired callers.	363	4.28
77. Knowledge of procedures and considerations for communicating with other agencies (e.g., use of clear text).	362	4.27
118. Knowledge of available backup resources outside the agency.	351	4.27
83. Knowledge of laws and other restrictions for accessing and dispensing criminal history and other information obtained via telecommunication systems and other sources.	356	4.26
13. Knowledge of alternative strategies for coping with stress.	393	4.26
23. Knowledge of basic safety rules, regulations, and procedures.	383	4.24

Knowledge	N	Mean Importance
111. Knowledge of field resources, including the different types, their functions, and the types of incidents for which they are appropriate.	351	4.24
33. Knowledge of what constitutes a crime.	378	4.23
150. Knowledge of agency policies and procedures regarding training.	344	4.22
18. Knowledge of the flow of work in the communication center, including various sources of complaints and requests, and how they are processed.	385	4.21
67. Knowledge of procedures for recognizing and communicating with deaf (TDD) callers.	364	4.21
86. Knowledge of agency policies and procedures for the release of information to the media (e.g., types of information to be given, personnel authority).	356	4.20
130. Knowledge of the functions and operations of the NCIC system (e.g., access, input, query).	349	4.20
84. Knowledge of laws and other restrictions pertaining to the release of information regarding juveniles, sex crime victims, names of deceased, and sensitive locations and incidents.	356	4.19
127. Knowledge of the functions and operations of the DMV (AMIS, ANI) system (e.g., access, input, query).	349	4.19
89. Knowledge of procedures and guidelines for advising citizens of actions to take in various emergency and non-emergency traffic incidents.	354	4.18
149. Knowledge of the role of the trainer in the communications environment.	345	4.17
22. Knowledge of the potential for any record generated by the communication center to be used in court.	385	4.16

Knowledge	N	Mean Importance
128. Knowledge of the functions and operations of the DOJ (CII) system (e.g., access, input, query).	347	4.15
98. Knowledge of the potential consequences of giving inaccurate or unauthorized information to other agencies.	356	4.14
19. Knowledge of the chain of command and organizational structures.	385	4.14
154. Knowledge of legal liabilities and issues pertaining to training (e.g., discrimination, sexual harassment, documentation, confidentiality, negligence, and vicarious liability).	346	4.14
155. Knowledge of current POST requirements for public safety dispatchers.	346	4.13
131. Knowledge of the functions and operations of NLETS (e.g., access, input, query).	347	4.12
123. Knowledge of when and how to broadcast personal identifiable information (e.g., use of encrypted channel vs. primary channel).	352	4.11
34. Knowledge of the distinction between criminal and civil offenses.	377	4.11
21. Knowledge of records, reporting systems, and forms commonly used in the communication center.	385	4.10
125. Knowledge of the functions and operations of CJIS (e.g., access, input, query).	348	4.10
81. Knowledge of basic telecommunications technologies and capabilities (e.g., cellular systems, VoIP, OnStar)	363	4.09
152. Knowledge of instructional techniques, including documentation methods.	346	4.08

Knowledge	N	Mean Importance
136. Knowledge of procedures for requesting mutual aid and responding to mutual aid requests.	348	4.05
135. Knowledge of the purpose and principles of mutual aid.	350	4.02
8. Knowledge of the general role of police/sheriffs, prosecutors, courts, corrections (e.g., probation, parole), and dispatchers within the criminal justice system.	391	4.01
30. Knowledge of evacuation plan.	383	4.00
151. Knowledge of resources and methods for the planning and preparation of training.	343	4.00
134. Knowledge of the use of manuals for telecommunication systems.	343	3.99
132. Knowledge of the functions and operations of local area networks (e.g., access, input, query).	348	3.99
153. Knowledge of special considerations for training in the communications environment (e.g., adult learning styles, cultural differences).	345	3.98
76. Knowledge of procedures for recognizing and communicating with callers using contemporary street language (e.g., slang, drug terms).	364	3.95
15. Knowledge of basic employee rights.	394	3.94
147. Knowledge of Criss Cross, RapidDeploy, and RapidSOS.	347	3.94
146. Knowledge of available resource materials and their use in performing public safety dispatcher job duties (e.g., manuals, directories, code books).	349	3.89
29. Knowledge of mutual aid procedures.	385	3.86
36. Knowledge of the various parties involved in a crime (principle, accessory, victim, witness, reporting party).	378	3.86

Knowledge	N	Mean Importance
99. Knowledge of procedures and requirements for notifying California agencies and/or the public regarding an emergency or need for service (e.g., Amber Alert, Teletypes).	355	3.81
31. Knowledge of basic safe staffing levels for a communications center.	384	3.81
92. Knowledge of procedures and guidelines for advising citizens of actions to take in various emergency and non-emergency hazard situations.	354	3.80
38. Knowledge of the various types of court orders, their jurisdictional limitations, and enforcement procedures (e.g., warrants and temporary restraining orders).	376	3.78
110. Knowledge of basic radio technology (e.g., frequencies, repeaters).	352	3.77
143. Knowledge of the functions and operations of miscellaneous communications center/office equipment (e.g., security system, intercom, photocopier).	349	3.77
37. Knowledge of agency restrictions on the reporting party (e.g., who can make a report).	376	3.72
100. Knowledge of procedures, requirements, and appropriate language for relaying information to out-of-state agencies.	354	3.70
108. Knowledge of the variety of coding systems used by different agencies (e.g., radio dispatch codes, identifier, data).*	348	3.67
35. Knowledge of the current definitions of felony and misdemeanor crimes.	376	3.67
109. Knowledge of the functions and operations of commonly used radio systems (e.g., CALAWS, CLERS).**	351	3.66

Knowledge	N	Mean Importance
93. Knowledge of procedures and guidelines for advising citizens of actions to take regarding various civil issues.	356	3.65
140. Knowledge of the procedures for working with referral agencies (e.g., making notifications; referring citizens, officers, and other agencies; requesting assistance; obtaining information).	350	3.64
129. Knowledge of the functions and operations of LEDS (e.g., access, input, query).***	347	3.64
138. Knowledge of the procedures and responsibilities in working with local government services (e.g., 311, animal control, code enforcement).	350	3.64
137. Knowledge of the procedures and responsibilities in working with CPS, APS, and social services.	350	3.63
66. Knowledge of 911 reporting forms and procedures (e.g., updates to information).	363	3.59
95. Knowledge of procedures and guidelines for advising citizens of actions to take in miscellaneous non-emergency situations (e.g., non-police, fire, and medical referrals).	354	3.59
50. Knowledge of the basic use and applications of the Penal Code.	378	3.56
90. Knowledge of procedures and guidelines for advising citizens of actions to take in various emergency and non-emergency medical situations.	356	3.55
82. Knowledge of GPS-enabled devices and GPS/bait-tracking equipment.	361	3.55
97. Knowledge of the types of information that various agencies are entitled to obtain from the communication center (e.g., DA investigations, Public Information Act).	356	3.53

Knowledge	N	Mean Importance
91. Knowledge of procedures and guidelines for advising citizens of actions to take in various emergency and non-emergency fire situations.	353	3.52
53. Knowledge of the elements of specific crimes within the Penal Code.	375	3.52
139. Knowledge of the various types and functions of referral agencies and the various situations for which referral agency involvement is appropriate (e.g., DA office, probation/parole, courts.)	350	3.51
145. Knowledge of equipment maintenance and repairs (e.g., call-out procedures).	347	3.50
51. Knowledge of the basic use and applications of the Vehicle Code.	376	3.45
94. Knowledge of procedures and guidelines for advising citizens of actions to take regarding crime prevention.	355	3.43
144. Knowledge of office maintenance procedures (e.g., cleaning, operational readiness/troubleshooting).	348	3.37
54. Knowledge of the elements of specific crimes within the Vehicle Code.	376	3.37
25. Knowledge of the continuity of operations plan (COOP).	383	3.33
26. Knowledge of the function and purpose of the National Incident Management System (NIMS), the California Standardized Emergency Management System (SEMS), and the Incident Command System (ICS).	384	3.31
65. Knowledge of the role of the telephone company in maintaining and updating the 911 system.	364	3.29
40. Knowledge of types of liability (e.g., "vicarious liability").	378	3.24

Knowledge	N	Mean Importance
148. Knowledge of non-traditional resources (411.com, Carfax, NIXLE, Facebook, Instagram, Twitter, home surveillance systems).	348	3.23
28. Knowledge of general procedures and activation criteria for local emergency operations centers.	384	3.19
96. Knowledge of procedures and considerations for notifying family members and other parties (e.g., administrative, injury, death, arrest notifications).	354	3.16
27. Knowledge of when to activate local emergency operation centers.	383	3.15
41. Knowledge of the theory, types, and consequences of negligence (e.g., punitive damages, agency disciplinary actions).	378	3.15
52. Knowledge of the basic use and applications of the Welfare and Institutions Code.	378	3.08
58. Knowledge of the elements of specific violations of city and county ordinances.	376	3.05
44. Knowledge of the general use of the U.S. Constitution.	377	3.00
14. Knowledge of basic principles and procedures for courtroom testimony, including demeanor.	394	2.97
57. Knowledge of the elements of specific crimes within the Health and Safety Code.	376	2.90
101. Knowledge of the use and procedures for social media (e.g., NIXLE, Facebook, Instagram, Twitter).	354	2.86
49. Knowledge of the basic use and applications of the Health and Safety Code.	378	2.84
56. Knowledge of the elements of specific crimes within the Welfare and Institutions Code.	378	2.83

Knowledge	N	Mean Importance
3. Knowledge of basic fire complaint and dispatching terminology within the law enforcement system.	394	2.80
5. Knowledge of basic fire complaint and dispatching functions within the law enforcement system.	391	2.68
39. Knowledge of the basics of evidence preservation.	377	2.67
2. Knowledge of basic medical (EMS) complaint and dispatching terminology within the law enforcement system.	394	2.65
55. Knowledge of the elements of specific crimes within the Business and Professions Code.	377	2.60
32. Knowledge of and procedures for mitigating TDoS (Telephony Denial of Service) situations and events.	381	2.60
43. Knowledge of the general use of the children and family services statutes.	378	2.58
4. Knowledge of basic medical (EMS) complaint and dispatching functions within the law enforcement system.	394	2.58
47. Knowledge of the basic use and applications of the Civil Code.	375	2.52
42. Knowledge of the general use of the Administrative Code.	378	2.52
46. Knowledge of the basic use and applications of the Business and Professions Code.	378	2.35
45. Knowledge of the basic use and applications of the Alcoholic Beverage Control Act.	377	2.33
48. Knowledge of the basic use and applications of the Fish and Wildlife Code.	378	2.04

*Note: On the survey this knowledge statement did not include the verbiage "(e.g., radio dispatch codes, identifier, data)".

**Note: On the survey this knowledge statements used the term "CLEMARS" instead of "CALAWS".

*** Note: SMEs removed this knowledge statement from the list because LEDS is no longer used.

APPENDIX D: CORE SKILLS

Skills	N	Mean Importance
6. Skill in listening while at the same time performing various tasks (e.g., while operating communications equipment).	339	4.75
42. Skill in monitoring, prioritizing, responding to, and maintaining control over radio traffic.	338	4.68
23. Skill in using call control and deescalating techniques when communicating via telephone with diverse types of people (e.g., hysterical, intoxicated, abusive, irate, mentally impaired, suicidal, elderly, children, non-English speaking, deaf).	338	4.67
41. Skill in keeping track of multiple events occurring at the same time.	339	4.66
5. Skill in detecting and interpreting background sounds heard over the telephone or radio (e.g., shots fired, fighting).	339	4.64
2. Skill in maintaining vocal composure in a variety of adverse or stressful situations.	321	4.63
38. Skill in talking while at the same time operating dispatching equipment.	338	4.63
3. Skill in distinguishing between significant and insignificant information given orally (e.g., significant details of complaints or incidents).	339	4.61
29. Skill in incident-taking using CAD system equipment.	338	4.59
22. Skill in applying questioning techniques, including control of conversation and obtaining essential information from the public and other agencies.	338	4.59

Skills	N	Mean Importance
35. Skill in operating CAD and radio dispatching equipment (e.g., mutual aid channels, switching between channels, patches).	338	4.58
17. Skill in reading and understanding calls for service, prioritizing, and interpreting radio dispatch codes and policies.	338	4.57
1. Skill in projecting one's voice clearly and audibly with appropriate tone, phrasing, diction, and rate of speed.	330	4.56
40. Skill in coordinating activities of multiple field units.	339	4.56
7. Skill in following oral directions given by supervisors, managers, and sworn staff.	335	4.53
21. Skill in operating telephone equipment (including 911 equipment).	339	4.53
26. Skill in evaluating and prioritizing complaints, incidents, and requests.	339	4.53
27. Skill in receiving and processing multiple simultaneous complaints or incidents.	338	4.52
11. Skill in accurately recording names and other personal information.	336	4.51
37. Skill in assigning appropriate field resources.	339	4.50
36. Skill in using brevity and clarity when broadcasting information over the radio.	339	4.50
30. Skill in using multiple systems for processing calls for service (e.g., phone system, mapping system, RapidDeploy, RapidSOS).	337	4.50
59. Skill in active listening (e.g., giving feedback, paraphrasing).	338	4.49
61. Skill in typing information received both orally and in written form, with speed and accuracy.	339	4.48
39. Skill in maintaining several conversations at one time.	339	4.47

Skills	N	Mean Importance
32. Skill in using radio language and plain language, when appropriate.	338	4.46
4. Skill in identifying and responding to children, the elderly, and disabled callers.	338	4.45
19. Skill in reading and understanding requests for service (e.g., Text-to-911).	339	4.44
56. Skill in exercising right-to-know versus need-to-know when accessing telecommunication systems.	339	4.42
24. Skill in screening telephone calls (e.g., determining whether to refer or respond).	338	4.42
25. Skill in recognizing nonverbal cues and trusting intuitions.	339	4.41
58. Skill in positively and effectively communicating with coworkers, supervisors, and work teams.	338	4.40
31. Skill in using radio codes.	337	4.39
60. Skill in being adaptive to different communication styles within your agency.	336	4.35
33. Skill in using phonetic alphabet.	337	4.35
50. Skill in using and interpreting the CLETS system.	338	4.34
20. Skill in applying telephone etiquette (e.g., courtesy, professionalism).	339	4.33
10. Skill in summarizing incidents in writing using appropriate language, spelling, and agency-specific abbreviations.	335	4.32
43. Skill in using maps.	338	4.31
55. Skill in using and interpreting local information systems.	337	4.31
51. Skill in using and interpreting the DMV (AMIS, ANI) system.	337	4.30
16. Skill in reading and understanding electronic messages (e.g., CLETS, teletypes).	337	4.28
53. Skill in using and interpreting the NCIC system.	339	4.27

Skills	N	Mean Importance
48. Skill in using and interpreting the DOJ system.	337	4.23
15. Skill in reading and understanding warrants and court orders.	337	4.22
49. Skill in using and interpreting the CJIS system.	339	4.22
54. Skill in using and interpreting the NLETS system.	337	4.20
12. Skill in reading and understanding policy and procedure manuals and memoranda.	339	4.18
44. Skill in giving directions (e.g., travel directions).	337	4.14
45. Skill in giving instructions to citizens and sworn personnel (e.g., evacuations, resource centers, shelter-in-place orders).	339	4.12
57. Skill in communicating in-person with diverse types of people (e.g., hysterical, intoxicated, abusive, irate, mentally-impaired, suicidal, elderly, children, non-English speaking, deaf).	339	4.09
14. Skill in reading and understanding laws, codes, and ordinances.	338	4.07
13. Skill in reading and understanding operating manuals for law enforcement information systems and equipment.	339	4.06
34. Skill in using common legal terms.	337	4.06
9. Skill in note taking.	333	4.01
8. Skill in accurately completing forms and reports.	337	3.99
18. Skill in reading and understanding various public safety-related reports.	339	3.94
28. Skill in providing appropriate information to the public, media, and other agencies (e.g., explaining, advising, referring).	339	3.91
63. Skill in records management using CAD and other database systems.	337	3.87

Skills	N	Mean Importance
46. Skill in monitoring and responding to enhanced public safety alerts (e.g., department alarms, video monitoring, ShotSpotter).	339	3.84
47. Skill in communicating using specialized operations terminology (e.g., SWAT, Mobile Field Force).	339	3.79
~~52. Skill in using and interpreting the LEDS system.*~~	~~334~~	~~3.69~~
62. Skill in handling records (i.e., receiving, processing, accessing, retrieving, and releasing).	339	3.67

*Note: SMEs removed this skill item from the list because LEDS is no longer used.

Abilities	N	Mean Importance
13. Multitasking: Ability to shift between two or more sources of information. Examples: Handling multiple calls for assistance; taking a call while monitoring radio traffic, teletypes, and alarm panels; coordinating the response of multiple field units to an incident or several ongoing incidents; monitoring multiple radio channels; tracking the status of field personnel while performing other duties (e.g., taking an incident or dispatching).	332	4.74
1. Oral Comprehension: Ability to understand spoken English words and sentences. Examples: Understanding complaints, requests, and other information received orally from citizens, field personnel, and other agencies; understanding briefings, instructions, and directions received orally from field personnel, supervisors, and co-workers.	332	4.67
3. Oral Expression: Ability to use English words or sentences in speaking so others will understand. Examples: Providing information and directions orally to the public, co-workers, and field personnel; questioning callers; dispatching field personnel; explaining policies and advising citizens of actions to take in various emergency and nonemergency situations.	331	4.64
21. Speech Clarity: Ability to communicate orally in a clear fashion understandable to a listener. Examples: Includes speaking with sufficient clarity to be understood by others on the telephone or radio, or in person.	333	4.62

Abilities	N	Mean Importance
2. Written Comprehension: Ability to understand written documents. Examples: Reading and understanding written incident information (e.g., summaries), various reference materials (e.g., manuals, codes, policies, and procedures), and teletype information (e.g., CLETS, NCIC).	330	4.57
10. Speed of Recognition: Ability to quickly combine and organize segments of information into one meaningful interpretation. The material may be visual or auditory. Examples: Evaluating initial information and quickly determining whether an incident is an emergency; receiving multiple radio transmissions in rapid succession and determining that they pertain to the same incident; taking several calls reporting different parts of the same incident and quickly combining the information to gain an overall picture of what happened.	333	4.56
6. Deductive Reasoning: Ability to apply general rules to specific problems to come up with logical answers and determine if an answer makes sense. Examples: Resolving complaints and requests for service; determining how many units to dispatch to a call (e.g., appropriate level of response); recognizing that information given by a caller is not consistent.	330	4.55

Abilities	N	Mean Importance
12. Selective Attention: Ability to concentrate on a task and not be distracted. When distraction is present, it is not part of the task being done. This ability also involves concentrating while performing a boring task while maintaining situational awareness. Examples: Taking calls and dispatching field personnel from within a noisy, distracting work environment (e.g., taking a complaint from a citizen while other phone lines are ringing, other dispatchers are receiving emergency calls, teletype messages are printing, and alarm panels are sounding); dispatching field personnel to an incident while other unrelated personnel are transmitting on the same frequency.	333	4.55
20. Auditory Attention: Ability to focus on a single source of auditory information in the presence of other distracting and unrelated auditory stimuli. Examples: Distinguishing between different conversations on the same radio channel; hearing a caller on a phone line or radio channel with heavy static or background noise.	330	4.55
4. Written Expression: Ability to use English words or sentences in written form so others will understand. Examples: Recording and summarizing incident information in writing (e.g., completing incident cards and reports); maintaining various logs; preparing information to broadcast (e.g., teletype messages, APB's); writing office communications and bulletins; dispatching field personnel via CAD system.	329	4.54

Abilities	N	Mean Importance
7. Inductive Reasoning: Ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions. This involves the ability to think of possible reasons why things go together. Examples: Judging whether an incident or request is legitimate; determining whether an incident is a criminal or civil matter; evaluating incident information and determining the type of crime (e.g., robbery vs. burglary); recognizing duplicate or related calls (e.g., comparing suspect information given in separate calls; summarizing long/drawn out incident entries).	331	4.53
17. Reaction Time: Ability to give one fast response to one signal when it appears (e.g., sound, light, picture). This ability is concerned with the speed with which the movement can be started with the hand, foot, etc. Examples: Immediately responding to a radio transmission or telephone call; detecting and reacting to an activated alarm panel.	332	4.50
8. Information Ordering: Ability to correctly follow a given rule or set of rules to arrange things or actions in a certain order (e.g., numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations). Examples: Classifying and prioritizing incident and requests; recording incident/request information in the appropriate format; arranging information in the appropriate order for broadcasting to field personnel; reading back a teletype message in logical order.	330	4.50

Abilities	N	Mean Importance
11. Perceptual Speed: Ability to compare letters, numbers, objects, pictures, or patterns, both quickly and accurately. Items may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object. Examples: Quickly comparing and verifying names, locations, and descriptions received by radio, phone, or written form (e.g., checking a detainee's description against a "wanted" list or database inquiry); quickly comparing incident information to determine if different calls are related.	331	4.48
9. Memorization: Ability to remember information, such as words, numbers, pictures, and procedures. Examples: Remembering details of a recent incident or related incidents; remembering procedures for handling various types of complaints and incidents, as well as for operating communications equipment and systems; remembering various codes and abbreviations (e.g., radio, legal); remembering geographical boundaries and significant or common locations.	329	4.47
15. Finger Dexterity: Ability to make skillful, coordinated, rapid movements of the fingers of one or both hands and to grasp, place, or move small objects. Examples: Performing keyboard operations; operating radio console equipment; operating PBX equipment.	329	4.47

Abilities	N	Mean Importance
19. General Hearing: Ability to detect and to discriminate among sounds that vary over broad ranges of pitch and/or loudness. Examples: Hearing and distinguishing between different types of ring tones, alarms, warning bells, and alert tones; hearing people talking on the phone, radio, or in person.	332	4.46
16. Response Orientation: Ability to choose between two or more movements quickly and accurately when two or more different signals are given (e.g., lights, sounds, pictures). This ability is concerned with the speed of the correct response with the hand, foot, etc. Examples: Receiving several phone and/or radio calls at once and quickly selecting and responding to the call with the highest priority; quickly switching radio channels to communicate with several different field personnel on different frequencies.	334	4.45
14. Multilimbed Coordination: Ability to coordinate movements of two or more limbs (e.g., two arms, two legs, or one leg and one arm). Two or more limbs are in motion while the individual is sitting or standing. Examples: Typing with two hands; operating phone and radio equipment simultaneously; operating a radio transmitter foot pedal control while typing or operating radio console controls.	333	4.44

Abilities	N	Mean Importance
5. Fluency of Ideas: Ability to produce a number of ideas about a given topic. Examples: Providing alternatives to the public and field personnel (e.g., identifying alternative resources, routes of travel); coming up with alternative approaches to obtain information from a difficult caller or to keep a caller on the phone (e.g., suicide, suspect); identifying a variety of databases and other resources as needed to obtain requested information.	331	4.31
18. Near Vision: Ability to see close environmental surroundings. Examples: Reading various written materials (e.g., incident summaries, logs, directories, equipment and system manuals, policies and procedures, legal codes); reading equipment displays (e.g., telephone panel, radio control panel, teletypes, CAD screen); viewing building security video monitors.	333	4.27

Traits	N	Mean Importance
2. Integrity – Honest and impartial; maintains confidentiality of information; refrains from using position for personal gain; strong work ethic (e.g., punctual, relieves outgoing shifts promptly, does not abuse leave balances).	332	4.75
1. Tolerance of Stress – Performs job duties effectively under adverse conditions (e.g., working under time pressure with high visibility and serious consequence of error, in crisis situations, tragedies, and emergencies, handling simultaneous incidents, and working with frequent interruption); "bounces back" from negative situations; performs duties under extreme pressure without delay.	332	4.72
3. Dependability/Accountability – Acts responsibly and reliably in all situations; willing to accept the consequences of one's decisions and behavior; is disciplined, thorough, accurate, and punctual.	330	4.68
5. Tolerance of Demanding Work Environment – Accepts and is able to function effectively in a restrictive, demanding, and highly structured work environment (e.g., working in isolation, late or early shifts, long hours, limited staffing, working holidays, mandated overtime, sitting for prolonged periods, confined workspace, rigid chain of command).	331	4.65

Traits	N	Mean Importance
4. Emotional Control – Acts calm and collected and does not allow emotions to affect performance or disrupt the work environment; does not overreact to situations; accepts delays without getting upset (is slow to anger); performs effectively in crises or overwhelming situations; does not become personally involved.	332	4.62
6. Adaptability – Changes behavior to meet the shifting demands of the job (e.g., advances in technology); adapts to substantial increases or decreases in workload and to changes in assignments; remains alert during periods of slow or repetitive work activity.	332	4.57
7. Teamwork – Assists and cooperates willingly and effectively with co-workers, supervisors, field personnel, and personnel at other agencies in performing job duties; a "team player."	331	4.57
8. Maturity – draws upon life experiences to deal with situations; thinks before acting (e.g., not impulsive); is not easily fooled (e.g., not naive); sees value in and takes work seriously; sensible; recognizes and is not bothered by trivial negative events and circumstances; accepts constructive feedback.	332	4.51
9. Productivity - Performs work in an efficient, organized and timely manner; performs effectively without constant supervision.	331	4.51
11. Assertiveness - Takes command of a situation; acts confidently, without hesitation; not easily intimidated; justify decisions made.	332	4.45

Traits	N	Mean Importance
12. Social Concern - Concerned with the safety and welfare of others; demonstrates an interest in people and serving the public.	331	4.42
10. Positive Attitude - Reacts in a positive and constructive manner when confronted with negative work situations; is optimistic; sees the good side in situations; displays cheerfulness; acts inspired about work; sees value in the organization and its members; is able to joke with co-workers (e.g., use humor to relieve tense or stressful situations).	332	4.41
14. Interpersonal Sensitivity - Addresses situations in a sensitive, straightforward manner, showing consideration for others; resolves disputes in the least offensive manner; acts in an unbiased fashion towards others, keeping personal prejudices out of the workplace; attempts to understand and respects the attitudes and beliefs of others.	331	4.35
13. Motivation - Displays hustle and drive in reaching work goals; self-motivated; makes use of "down time"; recognizes that the job may require additional time and energy; seeks answers to issues and questions; keeps trying, even in difficult situations; proceeds in the face of adversity.	333	4.35

APPENDIX G: CORE INCIDENTS

Incidents	N	Mean Frequency
10. Alarm - burglary	325	4.57
213. Vehicle stop - routine	318	4.49
118. Incomplete call for help (e.g., 911 hang-up)	319	4.44
185. Suspicious vehicle	317	4.40
184. Suspicious person	318	4.39
218. Welfare checks	319	4.36
74. Disturbance - fight (verbal or physical)	323	4.35
198. Traffic collision - non-injury	318	4.31
77. Disturbance - noise (e.g., music, barking dog)	323	4.30
73. Disturbance - family	323	4.28
78. Disturbance - party	324	4.25
79. Domestic violence	324	4.24
192. Theft - misdemeanor	316	4.22
42. Burglary - vehicle	322	4.17
60. Concerned party request for check on welfare of citizen	323	4.17
199. Traffic collision - unknown injury	318	4.16
23. Assault	323	4.14
183. Suspicious circumstances or object	317	4.14
208. Vandalism	319	4.10
197. Traffic collision - minor injury	319	4.10
75. Disturbance - juveniles	323	4.09
76. Disturbance - neighbor	323	4.07
13. Alarm - panic	323	4.06
206. Trespassing	318	4.05
39. Broadcast (e.g., officer safety, roadway hazards, missing persons from other agencies)	323	4.02
40. Burglary - commercial	323	4.00
18. Ambulance needed	323	3.99
191. Theft - felony	318	3.95
214. Vehicle theft	317	3.95

Incidents	N	Mean Frequency
160. Reckless driving	319	3.95
33. Battery	323	3.93
131. Medical emergency - law enforcement assistance needed	318	3.91
193. Threats against person	316	3.90
41. Burglary - residential	323	3.89
196. Traffic collision - injury	318	3.89
123. Keep the peace (e.g., civil standby)	318	3.88
111. Hit and run (e.g., property, persons)	319	3.87
145. Parking violation	315	3.86
83. Drunk driver	324	3.85
176. Shoplifting	318	3.85
84. Drunk in public area	323	3.85
50. Citizen flag-down (e.g., on-site)	323	3.85
1. Abandoned vehicle	324	3.84
215. Violation of court orders (e.g., violations, service, enforcement)	316	3.84
109. Harassment (in-person, internet, text messages, phone)	319	3.84
134. Missing person	319	3.84
105. Found property	320	3.82
135. Missing/runaway juvenile	319	3.81
106. Fraud/scam	319	3.79
137. Narcotics violation - use, sales, or possession	319	3.78
201. Traffic hazard	313	3.76
47. Child custody – civil or criminal	324	3.76
114. Identity theft	320	3.75
181. Suicide or attempted suicide	318	3.74
14. Alarm - robbery	324	3.73
153. Public nuisance	318	3.73
157. Racing/speeding motor vehicle	317	3.72
25. Attempt to locate (e.g., persons or property)	322	3.71
24. Assault with a deadly weapon	325	3.69

Incidents	N	Mean Frequency
167. Restraining orders (e.g., Emergency Protective Orders)	318	3.69
177. Shots heard	318	3.66
142. Officer request for assistance - routine	319	3.64
129. Lost property	317	3.62
186. Tampering - auto	318	3.58
139. Obscene, harassing, or threatening messages	320	3.58
209. Vehicle license plate stolen	318	3.58
164. Recovered vehicle	318	3.55
102. Follow-up investigation	317	3.54
54. Civil dispute	324	3.53
82. Drug overdose	324	3.52
152. Public assistance (e.g., lift assist, stuck elevator, stranded motorist)	319	3.49
144. Panhandling	319	3.46
132. Medical emergency - no law enforcement assistance needed	320	3.46
38. Brandishing weapon	323	3.44
147. Patrol or vacation check (e.g., extra patrol request)	318	3.43
65. Critical missing/at risk (e.g., juvenile, Alzheimer's, mental capacity)	322	3.42
34. Bicycle theft	322	3.30
143. Other public agencies needing assistance (e.g., allied agencies, Health Department, Probation)	318	3.29
29. Auto-pedestrian accident	322	3.29
200. Traffic congestion or control	319	3.28
64. Credit card theft or misuse	323	3.27
212. Vehicle stop - felony (high risk)	318	3.26
120. Indecent exposure	320	3.22
169. Robbery	316	3.22
216. Warrant service	317	3.21
100. Fireworks violation	322	3.19
210. Vehicle license tag stolen/lost	319	3.14
119. Incorrigible juvenile	315	3.11

Incidents	N	Mean Frequency
165. Request for copy of crime or traffic report	318	3.10
166. Resisting arrest	319	3.10
151. Prowler	316	3.08
16. Alcohol violation - consumption, sales, possession	325	3.06
146. Parole or probation violation	315	3.05
202. Traffic signal malfunction	315	3.05
136. Municipal/county/district ordinance violations	319	3.04
46. Child abuse	323	3.03
104. Found child/adult	320	3.01
148. Person with gun	318	2.99
69. Dead body (excluding homicide)	323	2.99
174. Sexual assault	318	2.99
103. Forgery	319	2.98
15. Alarm - vehicle	323	2.97
156. Pursuit - vehicle	319	2.97
211. Vehicle registration/title violation	315	2.96
155. Pursuit - foot	317	2.93
140. Obstructing highway or passageway	319	2.92
128. Lost child	320	2.85
115. Illegal firearm	320	2.83
49. Child neglect	322	2.80
195. Traffic collision - fatality	319	2.80
27. Auto notifications (e.g., auto crash, Uber, OnStar)	323	2.80
159. Receiving/possessing stolen property	317	2.80
86. Elderly abuse or neglect	324	2.79
126. Lewd and lascivious conduct	320	2.79
187. Tampering - equipment	316	2.79
98. Fire - vegetation, misc. outdoor	324	2.78
182. Surveillance	317	2.77
194. Throwing or launching objects at moving vehicles	319	2.76
163. Recovered stolen property	318	2.73

Incidents	N	Mean Frequency
116. Illegal weapon other than firearm	319	2.72
48. Child molesting	323	2.72
51. Citizen holding suspects (e.g., in custody, loss prevention, security)	324	2.71
11. Alarm - fire	324	2.70
97. Fire - structure	322	2.68
178. Smoke report	318	2.67
96. False reporting of an emergency (misuse of 911)	322	2.67
87. Embezzlement	320	2.67
179. Stalking	315	2.65
21. Animal injured	325	2.65
175. Shooting into dwelling, vehicle, or aircraft	317	2.63
99. Fire - vehicle	323	2.63
80. Downed wires	320	2.55
12. Alarm - medical	325	2.55
172. Safety hazard	318	2.54
28. Automated license plate reader (e.g., LoJack, LPR)	324	2.52
2. Abuse to animals	323	2.51
5. Administrative detail (e.g., court, vehicle service, transport)	325	2.51
158. Rape	317	2.49
154. Purse snatch	317	2.46
59. Concealed weapon	323	2.45
107. Fugitive/wanted person reported to be at a location	319	2.45
20. Animal control violation	324	2.40
52. Citizen locked out of building or vehicle	324	2.38
85. Dumping violation	319	2.36
19. Animal bite	323	2.34
58. Complaint regarding public safety service	321	2.33
57. Complaint against public safety personnel	320	2.32
26. Attempted murder	322	2.31

Incidents	N	Mean Frequency
112. Homicide	319	2.23
141. Officer needs help - emergency	317	2.21
71. Defrauding an innkeeper	321	2.21
61. Conspiracy to commit a crime	322	2.20
22. Arson	323	2.20
3. Accident involving hazardous material (e.g., chemicals, oil spill)	323	2.14
63. Counterfeit money	323	2.10
189. Tarasoff threats (e.g., therapist-initiated mandatory reporting)	315	2.10
190. Terrorist threat	318	2.08
68. Dangerous animal	322	2.08
150. Prostitution	317	1.97
32. Barricaded suspect	324	1.97
53. Civil demonstration	322	1.95
62. Contributing to the delinquency of a minor	322	1.89
124. Kidnapping (including parental abduction)	318	1.88
127. Livestock Incidents (e.g., strays, animals on roadway)	319	1.87
31. Bad check (e.g., insufficient funds)	324	1.87
55. Civil process orders	319	1.84
149. Pornographic material	319	1.81
207. Truancy violation	315	1.81
171. Ruptured water line	318	1.81
17. Alerts (e.g., Amber, Silver, Blue, Yellow)	325	1.77
204. Train or crossing arm blocking traffic	318	1.76
45. Business or peddler license violation	322	1.69
66. Crowd/mob/protest	322	1.65
70. Death notification	320	1.64
121. Industrial accident	317	1.63
81. Drowning	322	1.59
90. Evictions	324	1.59

Incidents	N	Mean Frequency
43. Burning violation (e.g., spare the air, garbage)	323	1.56
36. Bomb threat	322	1.53
173. Search and rescue incidents	317	1.51
30. Auto-train accident	319	1.50
188. Tampering - food or drugs	315	1.49
138. Natural Disasters (e.g., earthquake, landslides, floods, tornado, tsunami, wildfires)	319	1.48
205. Train-pedestrian	317	1.43
94. Extortion	322	1.43
113. Hostage situation	320	1.40
170. Ruptured gas line	317	1.37
4. Active shooter	324	1.36
110. Hazardous materials disposal	319	1.36
117. Impersonating an officer or other official	317	1.35
56. Civil rights violation	321	1.34
95. Extraditions	315	1.31
92. Explosives - found or suspected	323	1.26
125. Labor-management dispute	318	1.25
67. Curfew violation	322	1.21
9. Aircraft interference (e.g., drones, lasers)	324	1.18
122. Jail incident	318	1.17
93. Explosives - unlawful possession or use	323	1.13
217. Water rescue	318	1.12
108. Gambling	319	1.11
91. Explosion	323	1.11
130. Low flying aircraft	317	1.10
168. Riot	318	1.04
35. Boat accident/distress	321	1.02
101. Fish and wildlife violation/encroachment	319	0.97
7. Aircraft accident	325	0.94
6. Air and water pollution	323	0.88
203. Train derailment	318	0.86

Incidents	N	Mean Frequency
88. Escaped prisoner - in the field	324	0.84
8. Aircraft in distress	324	0.80
89. Escaped prisoner - jail, prison, or holding facility	324	0.71
37. Bombing	318	0.67
162. Recovered boat	318	0.62
133. Missing officer	319	0.60
72. Desertion or AWOL from military	323	0.59
180. Stolen aircraft or aircraft parts	316	0.43
44. Bus hijacking	322	0.35
161. Recovered aircraft	319	0.34

APPENDIX H: CORE EQUIPMENT AND SYSTEMS

Equipment and Systems	N	Mean Frequency
45. Telephone	315	4.91
13. Computer terminal and keyboard	316	4.89
11. Computer aided dispatch	316	4.86
23. Internet	315	4.75
39. Radio systems	314	4.71
17. Email	312	4.70
46. Telephone transfer system	314	4.69
21. Headset/Wireless	315	4.68
36. Radio console and controls	317	4.67
38. Radio pedal	317	4.63
12. Computer printer	312	4.59
15. DMV (Department of Motor Vehicles) system	314	4.59
53. 911 telephone equipment (ANI, ALI, printers)	315	4.58
10. CLETS (California Law Enforcement Telecommunication System)	315	4.57
29. NCIC (National Crime Information Center) system	315	4.55
25. Local computer information systems	312	4.51
26. Mapping systems (e.g., RapidDeploy, RapidSOS)	316	4.48
30. NLETS (National Law Enforcement Telecommunication System)	315	4.43
32. Phone call and radio transmission recorder	315	4.37
52. 911 computer premise equipment (e.g., Vesta, Viper, Intrado)	317	4.21
8. CJIS (Criminal Justice Information System)	311	4.18
28. Mute switch	317	4.15
33. Photocopier/Fax/Scanners	316	4.07
3. Call/radio playback machine	315	3.89
27. Microphone	317	3.83
40. Records management systems	315	3.82

Equipment and Systems	N	Mean Frequency
43. Security systems (e.g., video camera/monitor, key card system)	311	3.63
35. PSAP transfer equipment	314	3.61
47. Teletype	314	3.57
7. CII (Criminal Identification & Investigation) system	312	3.32
~~24. LEDS (Law Enforcement Data System)*~~	~~314~~	~~3.31~~
20. Handset	314	3.28
48. Text to 911	314	3.26
34. Portable radios	315	3.19
37. Radiofrequency scanner	316	3.16
19. Facility security system	314	2.87
18. Emergency power supply (generator, uninterruptible power)	314	2.72
22. Intercom	314	2.65
16. Electronic tracking devices (e.g., 3SI, ETS, PRONET)	314	2.47
50. Vehicle locating systems (e.g., LoJack)	315	2.46
1. Alarm monitor	315	2.41
51. VIN assist	311	2.29
14. Comtech	307	2.28
9. CALAWS**	312	2.15
31. Pager system	316	2.14
44. TDD (Telecommunications Device for the Deaf)	315	2.06
42. Reverse 911 (e.g., NIXLE, Blackboard)	314	2.05
6. Centrex telephone	307	1.71
2. Broadcast television	314	1.70
4. Card back-up systems	315	1.65
49. Timestamp machine	313	1.36
5. CD/DVD equipment	313	1.28
41. ReddiNet	312	1.06

*Note: SMEs removed this equipment and system item from the list because LEDS is no longer used.

** Note: On the survey this item was presented as CLEMARS (California Law Enforcement Mutual Aid Radio System).

Field Personnel	N	Mean Frequency
27. Patrol officers	311	4.62
38. Traffic enforcement officers	316	3.81
17. Fire department personnel	317	3.76
9. Community service officer/police service technician (e.g., take reports)	316	3.69
13. Detectives	316	3.69
6. Canine unit	316	3.52
3. Animal control	315	3.44
2. Ambulance/emergency medical unit	316	3.27
29. Public works personnel (e.g., sewer, traffic signals, trees)	317	3.24
25. Parking control	317	3.24
22. Mental health personnel/PERT (Psychiatric Emergency Response Teams)	314	3.16
21. Medical personnel	311	3.14
33. School police and security personnel	316	2.96
11. Crime scene investigator (e.g., ID technician, lab technician, blood technician)	317	2.76
1. Air support (e.g., patrol helicopters and fixed-wing aircraft, unmanned aircraft, medical emergency resources)	312	2.70
10. Coroner	316	2.69
12. Crisis intervention team	317	2.69
40. Utilities personnel (PG&E, SMUD, Southern California Edison, Liberty)	316	2.49
23. Narcotics/vice	316	2.45
32. School officials	317	2.45
36. Specialized law enforcement units (multi-jurisdictional)	317	2.44
28. Probation officers	313	2.44
35. Social service agencies	314	2.35
8. Code compliance officers	316	2.35
37. SWAT (e.g., Tactical dispatcher)	315	2.27

Field Personnel	N	Mean Frequency
41. Volunteers	317	2.12
42. Water company	317	2.09
26. Parole officers	315	2.07
31. Reserve officers	316	1.99
7. Civil units	314	1.97
39. Transit	315	1.89
15. Drone operators/unmanned operators aerial vehicles	317	1.82
14. District Attorney	317	1.78
24. Park rangers (state and county)	315	1.73
5. Cadets	314	1.72
20. Hostage negotiators	316	1.64
16. Federal agents (e.g., FBI, DEA, ATFE, U.S. Marshals)	317	1.52
34. Search and rescue	315	1.45
18. Fish and wildlife officers	317	1.44
4. Bomb disposal	315	1.18
19. Hazardous materials disposal	317	1.12
30. Red Cross	317	1.01
43. Welfare fraud investigators	316	0.99

APPENDIX J: CORE REFERRAL AND MUTUAL AID AGENCIES

Referral and Mutual Aid Agencies	N	Mean Frequency
52. Police department	315	4.67
36. Fire department	315	4.43
3. Alarm company	313	4.38
55. Sheriff's department	314	4.24
15. California Highway Patrol	315	4.19
59. Towing service	312	4.09
53. Public works department (e.g., water, sewer, traffic signals)	314	3.75
33. Emergency medical service	313	3.74
6. Animal control	315	3.73
44. Language translation service	315	3.56
40. Hospital	312	3.50
50. Parking enforcement	315	3.45
21. City/County jail	313	3.44
19. Child Protective Services	315	3.15
56. Street maintenance	312	3.10
45. Maintenance department (county, city)	315	3.03
41. Hospital police/security	315	2.91
1. Adult protective services	314	2.88
16. Department of Transportation (Caltrans)	315	2.74
20. City personnel offices	315	2.65
23. County coroner	315	2.64
31. Electric utility company	314	2.58
37. Gas company	312	2.54
17. Campus police/security	314	2.53
47. Mental health treatment facility	313	2.52
24. County probation department	315	2.52
58. Telephone company	314	2.42
63. Water company	314	2.41
54. Railroads	315	2.34
25. County social services/welfare department	315	2.30
28. Department of Justice (DOJ)	315	2.23
60. Transit agencies	313	2.23

Referral and Mutual Aid Agencies	N	Mean Frequency
13. California Department of Motor Vehicles (DMV)	315	2.17
26. Court systems	315	2.09
27. Crime-specific task forces	315	1.99
11. California Department of Corrections and Rehabilitation	315	1.95
42. Humane Society/SPCA	314	1.93
29. District Attorney	314	1.87
10. Building department	315	1.82
18. Chaplaincy	311	1.79
22. County civil divisions	312	1.78
57. TDD translation service (California relay service)	315	1.74
38. Graffiti abatement agencies	315	1.62
14. California Department of Parks and Recreation/State and National parks	315	1.52
46. Media	313	1.51
4. Alcohol and drug abuse center	315	1.50
12. California Department of Fish and Wildlife	315	1.50
8. Battered women's shelter	315	1.46
64. Wildlife rescue	313	1.43
62. Victim's assistance agencies (e.g., Red Cross, crime victim's assistance)	313	1.41
34. Environmental health department	312	1.40
9. Bomb squads	314	1.39
35. Federal Bureau of Investigation (FBI)	315	1.35
5. Alcoholic Beverage Control (ABC)	315	1.27
30. Drug Enforcement Administration	315	1.22
32. Emergency housing	313	1.21
51. Poison control	313	1.18
39. Homeland Security	314	1.12
61. U.S. Marshals	314	1.10
43. Immigration and Customs Enforcement (ICE)	315	1.10
48. Military bases	314	1.07
2. Airport security agencies	313	0.97

Referral and Mutual Aid Agencies	N	Mean Frequency
49. NTSB/FAA	314	0.83
7. ATFE	312	0.73

APPENDIX K: CORE RESOURCE MATERIALS

Resource Materials	N	Mean Frequency
25. Radio codes (incident type codes)	310	4.11
29. Street maps	310	4.03
1. After hours "call out" directory (e.g., detectives, city crews)	311	3.78
30. Telecommunication system manuals (e.g., CJIS, NCIC)	309	3.68
7. Directories (e.g., names, addresses, phone numbers, special needs individuals, elderly residents, community resources, Criss Cross)	311	3.64
17. Internet-based resources (e.g., White Page.com, mapping programs)	311	3.58
5. Department or division policy and procedure manuals	310	3.54
26. Restraining order/court order files	310	3.54
31. Teletype messages	311	3.53
6. Department or division rules, regulations, and general orders	311	3.53
33. Vehicle Code	310	3.44
28. Street lists (e.g., cross-streets, map coordinates, master street address guide)	308	3.41
32. Training bulletins	306	3.30
34. Wanted bulletins (e.g., APB's, IB's)	307	3.26
23. Penal Code	307	3.24
18. Interoffice memos	309	3.22
4. Department bulletins	310	3.18
24. Premises maps, diagrams, and floorplans	310	3.13
27. Shift activity reports	310	3.04
19. Manual dispatch materials (e.g., dry erase boards, city maps)	311	2.86
3. City/county ordinances	309	2.85
16. Incoming correspondence	309	2.74
20. Municipal Code	309	2.65

Resource Materials	N	Mean Frequency
12. Extensive lists (e.g., serial numbers, codes, descriptions)	310	2.35
37. Welfare and Institutions Code	308	2.23
10. Equipment operator's manuals	309	2.21
21. Mutual aid resource guide	305	2.15
15. Health and Safety Code	310	2.06
9. Emergency operations plan	308	2.04
8. Emergency notification cards	310	1.86
2. Business and Professions Code	311	1.80
11. Evacuation plans	307	1.78
36. Weather forecasts and bulletins	309	1.68
35. Water maps (e.g., fire hydrants)	309	1.40
14. Hazardous materials manuals (e.g., DOT, Material Safety Data Sheet)	311	1.23
13. Hazardous materials location index	308	1.23
22. NATB manuals	309	0.93

Task	N	Mean Frequency	N	Mean Importance	N	Mean Critical Task Index
34. Enter incident information into computer system (e.g., CAD).	401	4.88	401	4.63	401	22.90
63. Monitor and respond to radio transmissions from law enforcement field units.	399	4.64	400	4.66	399	22.70
68. Monitor, coordinate, and update status information for multiple field units and incidents.	401	4.56	401	4.55	401	21.81
87. Query database for vehicle license, registration, and stolen vehicle information.	400	4.72	399	4.47	398	21.73
86. Advise field units of updated information regarding an incident.	400	4.56	398	4.50	398	21.51
33. Summarize incident for dispatching purposes.	400	4.80	400	4.40	400	21.46
71. Determine appropriate police personnel and resources to dispatch to incidents.	401	4.58	401	4.45	401	21.40
31. Determine dispatching priority when multiple incidents are pending.	399	4.54	399	4.53	399	21.39
90. Query database for information regarding wants and warrants.	400	4.52	399	4.41	400	20.94
6. Receive and handle cellular 911 calls.	400	4.60	400	4.40	400	20.79

Task	N	Mean Frequency	N	Mean Importance	N	Mean Critical Task Index
29. Evaluate initial complaint information to determine what action is necessary.	401	4.55	401	4.28	401	20.44
72. Dispatch by voice-initiated radio transmissions and/or car computer systems.	401	4.35	401	4.23	401	20.31
108. Create CAD events on information received verbally (e.g., by radio or telephone).	401	4.56	401	4.24	401	20.27
32. Classify complaint or incident by type and code (e.g., civil, criminal).	401	4.62	401	4.16	401	19.94
83. Provide requested information to law enforcement field units.	399	4.54	400	4.20	399	19.92
9. Receive, prioritize, and handle multiple phone calls for assistance.	401	4.52	401	4.28	401	19.82
2. Receive officer-initiated stop (e.g., citizen flag-down, on view).	400	4.38	399	4.25	399	19.62
89. Query database for driver's license information.	401	4.55	400	4.09	401	19.51
69. Contact law enforcement and/or fire department field units by radio for welfare checks.	401	4.12	401	4.34	401	19.17

Task	N	Mean Frequency	N	Mean Importance	N	Mean Critical Task Index
70. Receive requests from law enforcement field units and process according to department policy (e.g., tow requests).	400	4.46	401	4.01	400	18.91
109. Input information received verbally into CAD for reporting purposes.	401	4.37	401	4.06	401	18.65
39. Utilize enhanced mapping systems for 911 geo-location (e.g., rapid lite/rapid deploy/rapid SOS).	401	4.19	400	4.15	401	18.64
30. Determine appropriate agency for complaints and requests.	400	4.30	399	4.01	399	17.94
22. Calm emotionally upset citizens.	401	4.28	401	4.10	401	17.91
44. Refer or transfer caller to appropriate department or agency.	401	4.36	401	3.98	401	17.84
5. Receive and handle landline 911 calls.	401	3.92	401	4.34	401	17.71
84. Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	401	3.82	401	4.29	401	17.67
35. Call to check on welfare of citizens (e.g., from 911 hang ups).	400	4.19	400	4.05	400	17.66
88. Query database for criminal history information (e.g., national, state, local).	401	3.92	398	3.93	400	17.24

Task	N	Mean Frequency	N	Mean Importance	N	Mean Critical Task Index
8. Receive and handle non-emergency calls.	401	4.83	399	3.52	399	17.21
18. Obtain full information for crimes, traffic incidents, and other requests for law enforcement services.	401	3.88	397	3.80	401	16.79
85. Coordinate communications between field units.	401	3.78	400	3.98	400	16.54
79. Direct and coordinate response of multiple field units (from communications center or field location).	401	3.60	400	3.99	401	16.26
102. Issue case and/or report numbers.	401	4.24	400	3.42	400	16.07
25. Communicate with mentally unstable or suicidal citizens.	400	3.77	399	4.20	399	16.05
17. Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.	400	3.77	399	3.74	400	15.81
94. Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards).	400	3.69	399	3.74	399	15.43
92. Query database for gun information.	399	3.45	399	4.06	399	15.42
12. Receive and handle requests for assistance from non-English speaking citizens.	401	3.76	401	3.94	401	15.29

Task	N	Mean Frequency	N	Mean Importance	N	Mean Critical Task Index
28. Communicate with elderly citizens.	400	3.83	400	3.87	400	15.14
43. Provide other departments or agencies of emergency information.	400	3.58	400	3.99	400	14.90
59. Request other departments or agencies for assistance in an emergency.	401	3.37	401	4.24	401	14.75
23. Handle abusive citizens (e.g., irate, rude, obscene).	395	4.13	396	3.43	394	14.49
77. Contact other agencies to request assistance.	399	3.52	398	3.97	398	14.48
82. Use resource materials to obtain specifically requested information for field units (e.g., codes, Criss Cross directory, telephone numbers).	400	3.74	400	3.55	400	14.46
41. Provide requested information to other departments and agencies.	401	3.91	401	3.53	401	14.22
37. Call other agencies to obtain information.	398	3.69	398	3.70	398	14.17
67. Monitor and respond to teletype messages (e.g., NCIC, CLETS).	400	3.40	400	3.30	401	14.06
91. Query database for stolen property information.	401	3.45	399	3.61	400	14.01

Task	N	Mean Frequency	N	Mean Importance	N	Mean Critical Task Index
49. Advise citizens of actions to take during emergency crime situations.	400	3.26	399	3.84	399	13.56
73. Dispatch specialized law enforcement units to calls for service (e.g., SWAT, canine, investigators).	401	2.97	401	3.77	401	13.26
40. Provide general information to the public (e.g., phone numbers, agency services).	401	4.32	401	2.95	401	13.14
58. Determine what information, if any, should be provided to requester (i.e., verify "right to know").	401	3.31	399	3.43	400	13.12
4. Receive and handle nuisance calls (e.g., repeat pocket dials, repeat 5150 callers).	401	4.48	401	2.84	401	12.98
21. Obtain full information for safety hazards (e.g., chemical spills, power lines down, flooded streets).	401	2.91	398	3.92	401	12.75
101. Enter or update information in computer database (e.g., stolen vehicle, property).	401	2.99	399	2.96	401	12.72
1. Receive complaints and requests from other agencies.	401	3.46	401	3.46	401	12.67
124. Provide on-the-job training to new dispatchers.	400	2.92	400	3.56	400	12.67

Task	N	Mean Frequency	N	Mean Importance	N	Mean Critical Task Index
51. Advise citizens of actions to take in traffic collisions.	399	3.53	398	3.24	398	12.58
80. Broadcast all-points bulletins.	400	3.12	400	3.40	400	12.44
19. Obtain full information for medical emergencies.	401	2.71	397	3.08	400	11.93
10. Receive and handle voice over IP calls.	399	2.98	397	3.51	398	11.83
24. Communicate with intoxicated citizens.	401	3.52	399	3.18	399	11.77
20. Obtain full information for fire emergencies.	400	2.64	397	3.14	400	11.66
103. Maintain resource materials in the communications center.	401	3.00	401	2.99	401	11.42
50. Advise citizens of actions to take during non-emergency crime situations.	399	3.45	399	3.00	399	11.40
114. Monitor and control the facility's security system (e.g., secure access points, cameras, sallyport doors).	399	2.92	396	2.73	399	11.32
36. Perform telephone number trace (i.e., ping).	399	2.73	398	3.76	399	11.26
27. Communicate with very young citizens (i.e., juveniles).	400	2.79	400	3.84	399	11.16
107. Create CAD events on information received by computer (e.g., email) or teletype.	401	2.75	400	3.08	401	10.58

Task	N	Mean Frequency	N	Mean Importance	N	Mean Critical Task Index
113. Maintain the cleanliness and order of the emergency response center (pre-pandemic).	397	3.14	396	2.70	397	10.49
95. Establish field perimeters using mapping systems.	401	2.45	401	3.35	401	10.49
100. Document calls for service that are referred to other agencies.	399	3.14	397	2.81	399	10.45
81. Transmit emergency bulletins by teletype or computer.	400	2.58	399	3.11	399	10.36
99. Document equipment malfunctions.	401	2.73	401	3.29	401	10.25
119. Restart computer systems.	398	2.92	398	2.88	398	9.97
45. Explain departmental procedures and policies to the public.	400	3.13	400	2.80	400	9.89
76. Dispatch other public service units to calls for service (e.g., utilities, traffic signals, trees).	401	2.75	398	2.76	401	9.82
64. Monitor and respond to fire department radio transmissions.	401	2.08	396	2.35	400	9.62
78. Coordinate mutual aid agency response.	399	2.25	397	3.49	399	9.57
93. Query database for LoJack information.	400	2.22	397	3.29	399	9.34
7. Receive and handle text messages to 911 calls.	401	2.28	401	3.71	401	9.14
104. Maintain towing agency rotation log.	401	2.61	396	2.24	401	9.12

Task	N	Mean Frequency	N	Mean Importance	N	Mean Critical Task Index
66. Monitor and respond to alarm systems maintained by your agency.	401	2.26	397	2.49	401	8.93
52. Advise citizens of actions to take during fire emergencies.	400	2.04	398	2.91	400	8.75
26. Communicate with speech-impaired citizens.	400	2.26	401	3.66	400	8.64
74. Dispatch fire personnel to calls for service.	401	1.80	395	1.94	401	8.54
14. Receive and handle telematic calls (e.g., OnStar).	401	2.28	400	3.20	401	8.39
65. Monitor and respond to other public service radio transmissions.	400	2.09	395	2.40	400	8.22
115. Monitor audio recording systems.	397	2.11	396	2.06	397	7.80
48. Advise citizens of the status of their complaint or incident.	401	2.74	398	2.17	400	7.51
46. Explain legal processes and procedures to the public.	400	2.58	399	2.26	399	7.36
47. Explain civil processes to the public.	399	2.69	398	2.19	398	7.34
53. Advise citizens of actions to take during medical emergencies.	400	1.66	398	2.24	400	7.24
105. Prepare or update procedure manuals.	400	1.93	399	2.43	400	7.23
75. Dispatch emergency medical units or ambulance to calls for service.	401	1.53	397	1.74	401	7.20

Task	N	Mean Frequency	N	Mean Importance	N	Mean Critical Task Index
117. Perform general office assistance assignments.	394	2.49	391	1.95	393	7.03
118. Replace supplies used in office equipment (e.g., copy paper, printer ribbons).	399	2.52	395	2.04	399	6.96
54. Advise citizens of actions to take in hazardous situations (e.g., chemical spills, severe weather).	400	1.68	399	2.88	400	6.76
56. Advise citizens regarding crime reporting via internet.	399	2.31	398	1.89	398	6.73
3. Receive and handle "swatting" calls.	400	1.75	399	3.36	400	6.37
55. Advise citizens of crime prevention techniques.	400	2.02	398	2.09	400	5.95
123. Provide classroom training to dispatchers.	400	1.43	397	2.05	400	5.67
16. Receive and process repossession tows.	399	2.50	396	1.58	398	5.56
110. Write intra-departmental memos.	401	1.83	399	1.97	401	5.54
15. Receive and process private property tows.	401	2.44	397	1.45	400	5.24
11. Receive and handle TDD calls (e.g., deaf caller).	399	1.32	399	3.63	399	5.11
120. Coordinate hand-over/receipt of communications operations to and from allied agencies in the event of system failure.	398	1.25	395	2.73	398	5.10

Task	N	Mean Frequency	N	Mean Importance	N	Mean Critical Task Index
62. Initiate public notification systems (e.g., Reverse 911, Silver, Yellow/Gold, Blue, Amber Alert).	401	1.25	396	2.63	401	5.10
98. Complete ALI routing sheet (911 distribution correction form).	401	1.40	398	2.59	401	5.06
116. Page employees.	399	1.75	396	1.58	399	5.05
112. Host sit-alongs (pre-pandemic).	398	2.17	398	1.85	398	4.96
60. Testify in court.	400	1.21	398	2.68	400	4.06
106. Review documents and materials to prepare to testify in court.	401	1.16	395	2.04	401	4.00
13. Receive and handle email calls for service.	400	1.23	393	1.51	400	3.50
61. Participate in community outreach efforts (e.g., neighborhood watch, citizen academy, hospital-based classes, 911 for kids).	401	1.24	399	1.70	401	3.45
57. Advise citizens of information via social media (e.g., NIXLE, Facebook, Instagram, Twitter).	400	1.21	397	1.28	400	3.36
38. Handle TDoS (Telephony Denial of Service) events (e.g., interruption to phone service due to catastrophic events).	400	0.86	393	2.31	399	3.22
96. Track bait cars.	401	0.72	392	1.26	401	2.71

Task	N	Mean Frequency	N	Mean Importance	N	Mean Critical Task Index
121. Assist with in-depth packet investigations for the district attorney's office.	398	0.73	390	0.82	398	2.63
111. Conduct tours of the emergency response center.	399	1.17	398	1.18	399	2.43
126. Provide and host other POST-certified courses (e.g., CTO school, CPT classes).	399	0.64	393	1.02	400	2.26
122. Update registered sex offender information.	399	0.60	392	0.70	399	2.23
42. Provide information to the news media, in accordance with your agency's policy.	401	0.94	398	1.02	401	2.18
125. Provide and host POST public safety dispatcher's basic course.	399	0.55	390	0.90	399	2.15
97. Access homeowners' security cameras (e.g., Ring®, Arlo®).	401	0.19	389	0.29	400	0.59

APPENDIX M: TASK LINKAGE TO KNOWLEDGE, SKILLS, ABILITIES, AND TRAITS

Note: The linkages for knowledge, skills, abilities, and traits are presented in descending order based on their frequency and importance ratings; not by numeric order as presented in the survey.

Content Area 1. Screening Complaints and Incidents

Task 1	Receive complaints and requests from other agencies.
Knowledge	119, 7, 61, 1, 59, 78, 10, 115, 79, 16, 114, 113, 9, 20, 60, 121, 11, 116, 122, 106, 112, 142, 141, 17, 85, 24, 124, 133, 126, 77, 118, 83, 111, 18, 86, 130, 84, 22, 128, 98, 19, 131, 123, 125, 136, 135, 30, 132, 147, 146, 29, 99, 100, 108, 109, 140, 138, 137, 50, 97, 139, 51, 54, 25, 26, 40, 96, 41, 58, 32
Skills	6, 41, 2, 38, 3, 29, 22, 35, 1, 7, 21, 26, 27, 11, 37, 30, 59, 61, 39, 32, 56, 58, 60, 33, 20, 10, 43, 55, 51, 16, 53, 48, 49, 54, 45, 34, 9, 8, 28, 63, 46, 47
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 2	Receive officer-initiated stop (e.g., citizen flag-down, on view).
Knowledge	119, 7, 1, 120, 104, 10, 115, 16, 114, 113, 6, 20, 117, 121, 103, 107, 11, 116, 122, 106, 105, 142, 102, 17, 124, 12, 133, 126, 77, 118, 83, 23, 111, 130, 84, 127, 22, 128, 131, 123, 125, 152, 136, 134, 132, 36, 99, 92, 110, 35, 109, 140, 95, 50, 82, 53, 51, 54, 40, 41, 101
Skills	6, 42, 41, 5, 2, 38, 3, 29, 35, 1, 40, 7, 27, 11, 37, 36, 59, 61, 39, 32, 56, 25, 58, 31, 60, 33, 50, 10, 43, 55, 51, 16, 53, 48, 15, 49, 54, 12, 44, 45, 14, 9, 8, 18, 63, 46
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 3	Receive and handle "swatting" calls.
Knowledge	119, 61, 120, 59, 78, 104, 10, 115, 79, 74, 16, 114, 113, 6, 9, 63, 20, 60, 117, 71, 121, 103, 107, 11, 116, 62, 122, 106, 80, 105, 72, 68, 112, 64, 142, 102, 70, 17, 85, 124, 12, 126, 88, 77, 118, 23, 111, 33, 86, 130, 84, 22, 98, 19, 131, 125, 81, 136, 135, 30, 147, 146, 29, 36, 92, 100, 95, 90, 91, 26, 148, 101, 32
Skills	6, 42, 23, 41, 5, 2, 38, 3, 29, 22, 35, 17, 1, 40, 7, 21, 26, 27, 11, 37, 36, 30, 59, 61, 39, 32, 4, 19, 56, 24, 25, 58, 31, 60, 33, 50, 20, 10, 43, 55, 51, 16, 53, 48, 49, 54, 12, 44, 45, 57, 14, 13, 34, 9, 8, 28, 63, 46, 47, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13

Task 4	Receive and handle nuisance calls (e.g., repeat pocket dials, repeat 5150 callers).
Knowledge	119, 7, 1, 59, 78, 10, 115, 74, 16, 114, 113, 6, 9, 63, 20, 60, 71, 121, 103, 107, 11, 116, 122, 75, 106, 80, 105, 72, 68, 112, 102, 141, 70, 17, 85, 87, 133, 73, 126, 69, 118, 83, 111, 67, 130, 84, 127, 89, 22, 128, 125, 81, 152, 76, 146, 36, 92, 37, 93, 140, 95, 90, 94, 148
Skills	6, 23, 41, 5, 2, 38, 3, 29, 22, 35, 17, 1, 40, 7, 21, 26, 27, 11, 37, 36, 30, 59, 61, 39, 32, 4, 19, 56, 24, 25, 58, 31, 60, 33, 50, 20, 10, 43, 51, 16, 53, 48, 15, 49, 54, 12, 44, 45, 57, 14, 13, 34, 9, 8, 18, 63, 46, 47, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 5	Receive and handle landline 911 calls.
Knowledge	119, 7, 61, 1, 59, 78, 10, 115, 79, 74, 16, 114, 9, 63, 20, 60, 71, 107, 11, 62, 75, 106, 80, 72, 68, 64, 141, 70, 17, 87, 12, 73, 88, 69, 77, 118, 111, 33, 67, 89, 22, 154, 34, 21, 8, 132, 36, 92, 38, 37, 35, 93, 140, 138, 137, 66, 95, 50, 90, 91, 53, 94, 54, 65, 40, 148, 41, 52, 44, 101, 49, 3, 5, 39, 2, 32, 4, 47
Skills	6, 23, 41, 5, 2, 38, 3, 29, 22, 17, 1, 21, 26, 27, 11, 30, 59, 61, 39, 32, 4, 19, 24, 25, 58, 60, 33, 20, 10, 43, 55, 44, 45, 57, 34, 9, 63
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 6	Receive and handle cellular 911 calls.
Knowledge	119, 7, 61, 1, 59, 78, 10, 115, 79, 74, 16, 114, 9, 63, 20, 60, 71, 107, 11, 62, 75, 106, 80, 72, 68, 64, 141, 70, 17, 87, 12, 73, 88, 69, 77, 118, 111, 33, 67, 89, 22, 154, 34, 21, 81, 8, 132, 147, 36, 92, 38, 37, 35, 93, 140, 138, 137, 66, 95, 50, 90, 82, 91, 53, 94, 54, 65, 40, 148, 41, 52, 44, 101, 49, 3, 5, 39, 2, 32, 4, 47
Skills	6, 23, 41, 5, 2, 38, 3, 29, 22, 17, 1, 21, 26, 27, 11, 30, 59, 61, 39, 32, 4, 19, 24, 25, 58, 60, 33, 20, 10, 43, 55, 44, 45, 57, 34, 9, 63
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13

Task 7	Receive and handle text messages to 911 calls.
Knowledge	119, 7, 61, 1, 78, 10, 79, 74, 16, 114, 9, 63, 20, 60, 11, 62, 75, 106, 80, 72, 68, 64, 141, 70, 17, 87, 12, 73, 88, 69, 77, 33, 67, 89, 22, 154, 34, 21, 81, 8, 132, 147, 36, 92, 38, 37, 35, 93, 140, 138, 137, 66, 95, 50, 90, 82, 91, 53, 94, 54, 65, 40, 148, 41, 52, 44, 101, 49, 3, 5, 39, 2, 32, 43, 4, 47
Skills	6, 41, 38, 29, 17, 21, 26, 27, 11, 30, 61, 39, 32, 19, 58, 60, 33, 20, 10, 43, 55, 44, 45, 34, 9, 63
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 8	Receive and handle non-emergency calls.
Knowledge	119, 61, 120, 59, 78, 104, 10, 115, 79, 74, 16, 114, 113, 6, 9, 63, 20, 60, 117, 71, 121, 103, 107, 11, 116, 62, 122, 106, 80, 105, 72, 68, 112, 64, 142, 102, 70, 17, 85, 124, 12, 126, 88, 77, 118, 23, 111, 33, 86, 130, 84, 22, 98, 19, 131, 125, 81, 136, 135, 30, 147, 146, 29, 36, 92, 100, 95, 90, 91, 26, 148, 101, 32
Skills	6, 42, 23, 41, 5, 2, 38, 3, 29, 22, 35, 1, 7, 21, 26, 27, 11, 30, 59, 61, 39, 4, 19, 56, 24, 25, 58, 33, 20, 10, 43, 55, 51, 16, 53, 48, 15, 49, 54, 44, 45, 57, 14, 13, 34, 9, 8, 28, 63
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 9	Receive, prioritize, and handle multiple phone calls for assistance.
Knowledge	119, 7, 61, 1, 120, 59, 78, 10, 79, 74, 16, 6, 9, 63, 20, 60, 71, 107, 11, 62, 122, 75, 106, 80, 72, 68, 64, 142, 141, 70, 17, 12, 133, 73, 88, 69, 77, 23, 33, 18, 67, 89, 22, 98, 19, 154, 34, 81, 136, 8, 76, 147, 146, 29, 36, 99, 92, 38, 143, 37, 35, 93, 140, 138, 95, 50, 90, 91, 53, 94, 54, 40, 148, 41, 58, 44, 101, 3, 5, 39, 2, 43, 4
Skills	6, 23, 41, 5, 2, 38, 3, 29, 22, 35, 17, 1, 7, 21, 26, 27, 11, 30, 59, 61, 39, 4, 19, 56, 24, 25, 58, 31, 20, 10, 43, 55, 15, 12, 44, 45, 57, 14, 34, 9
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13

Task 10	Receive and handle voice over IP calls.
Knowledge	119, 7, 61, 1, 59, 78, 10, 115, 79, 74, 16, 114, 9, 63, 20, 60, 71, 107, 11, 62, 75, 106, 80, 72, 68, 64, 141, 70, 17, 87, 12, 73, 88, 69, 77, 118, 33, 111, 67, 89, 22, 154, 34, 21, 8, 132, 36, 92, 38, 37, 35, 93, 140, 138, 137, 66, 95, 50, 90, 91, 53, 94, 54, 65, 40, 148, 41, 52, 44, 101, 49, 3, 5, 39, 2, 32, 4, 47
Skills	6, 23, 41, 5, 2, 38, 3, 29, 22, 17, 1, 21, 26, 27, 11, 30, 59, 61, 39, 32, 4, 19, 24, 25, 58, 60, 33, 20, 10, 43, 55, 44, 45, 57, 34, 9, 63
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 11	Receive and handle TDD calls (e.g., deaf caller).
Knowledge	119, 7, 61, 1, 78, 10, 79, 74, 16, 114, 9, 63, 20, 60, 11, 62, 75, 106, 80, 72, 68, 64, 141, 70, 17, 87, 12, 73, 88, 69, 77, 33, 67, 89, 22, 154, 34, 21, 81, 8, 132, 36, 92, 38, 37, 35, 93, 140, 138, 137, 66, 95, 50, 90, 91, 53, 94, 54, 65, 40, 148, 41, 52, 44, 101, 49, 3, 5, 39, 2, 32, 43, 4, 47
Skills	6, 41, 38, 29, 17, 21, 26, 27, 11, 30, 61, 39, 32, 19, 58, 60, 33, 20, 10, 43, 55, 44, 45, 34, 9, 63
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 12	Receive and handle requests for assistance from non-English speaking citizens.
Knowledge	119, 7, 61, 1, 59, 78, 10, 115, 79, 74, 16, 114, 9, 63, 20, 60, 71, 107, 11, 62, 75, 106, 80, 72, 68, 64, 141, 70, 17, 87, 12, 73, 88, 69, 77, 118, 111, 33, 67, 89, 22, 154, 34, 21, 81, 8, 132, 147, 36, 92, 38, 37, 35, 93, 140, 138, 137, 66, 95, 50, 90, 82, 91, 53, 94, 54, 65, 40, 148, 41, 52, 44, 101, 49, 3, 5, 39, 2, 32, 4, 47
Skills	6, 23, 41, 5, 2, 38, 3, 29, 22, 17, 1, 21, 26, 27, 11, 30, 59, 61, 39, 32, 4, 19, 24, 25, 58, 60, 33, 20, 10, 43, 55, 44, 45, 57, 34, 9, 63
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13

Task 13	Receive and handle email calls for service.
Knowledge	119, 7, 61, 1, 120, 78, 10, 79, 74, 16, 114, 113, 6, 9, 20, 60, 11, 122, 106, 80, 64, 12, 33, 18, 22, 19, 146, 36, 37, 35, 93, 140, 138, 137, 95, 50, 90, 53, 51, 94, 40, 148, 41, 52, 58, 44, 57, 101, 49, 56, 3, 5, 55, 43, 45
Skills	6, 42, 41, 29, 35, 17, 40, 7, 26, 37, 61, 32, 19, 58, 31, 50, 10, 43, 55, 51, 16, 53, 48, 15, 49, 14, 9, 18, 63
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 14	Receive and handle telematic calls (e.g., OnStar).
Knowledge	119, 7, 61, 1, 78, 10, 79, 74, 16, 114, 9, 63, 20, 60, 11, 62, 75, 106, 80, 72, 68, 64, 141, 70, 17, 87, 12, 73, 88, 69, 77, 33, 67, 89, 22, 154, 34, 21, 81, 8, 132, 36, 92, 38, 37, 35, 93, 140, 138, 137, 66, 95, 50, 90, 91, 53, 94, 54, 65, 40, 148, 41, 52, 44, 101, 49, 3, 5, 39, 2, 32, 43, 4, 47
Skills	6, 41, 38, 29, 17, 21, 26, 27, 11, 30, 61, 39, 32, 19, 58, 60, 33, 20, 10, 43, 55, 44, 45, 34, 9, 63
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 15	Receive and process private property tows.
Knowledge	7, 1, 120, 59, 78, 10, 16, 6, 9, 63, 20, 107, 11, 80, 133, 126, 23, 18, 130, 127, 128, 98, 131, 34, 21, 125, 81, 134, 132, 92, 37, 93, 138, 95, 90, 82, 51, 54, 40, 47
Skills	6, 23, 41, 5, 2, 38, 3, 29, 22, 35, 1, 7, 21, 26, 27, 11, 30, 59, 61, 39, 56, 24, 58, 33, 50, 20, 10, 43, 55, 51, 16, 53, 48, 49, 54, 12, 44, 14, 13, 34, 9, 8, 18, 28, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 16	Receive and process repossession tows.
Knowledge	7, 1, 120, 59, 78, 10, 16, 6, 9, 63, 20, 107, 11, 80, 133, 126, 23, 18, 130, 127, 128, 98, 131, 34, 21, 125, 81, 134, 132, 92, 37, 93, 138, 95, 90, 82, 51, 54, 40, 47
Skills	6, 23, 41, 5, 2, 38, 3, 29, 22, 35, 1, 7, 21, 26, 27, 11, 30, 59, 61, 39, 56, 24, 58, 33, 50, 20, 10, 43, 55, 51, 16, 53, 48, 49, 54, 12, 44, 14, 13, 34, 9, 8, 18, 28, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13

Task 17	Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.
Knowledge	119, 61, 59, 78, 10, 79, 74, 16, 6, 9, 63, 20, 60, 107, 11, 62, 122, 106, 80, 72, 68, 112, 64, 142, 70, 17, 85, 12, 126, 88, 77, 118, 23, 111, 33, 86, 130, 84, 22, 98, 19, 131, 125, 81, 136, 135, 30, 147, 146, 29, 36, 92, 100, 95, 90, 91, 26, 148, 101, 32
Skills	6, 23, 41, 5, 2, 38, 3, 29, 22, 35, 17, 1, 7, 21, 26, 27, 11, 37, 30, 59, 61, 39, 4, 19, 56, 24, 25, 58, 31, 60, 33, 50, 20, 10, 43, 55, 51, 16, 53, 48, 49, 54, 12, 44, 45, 57, 14, 13, 34, 9, 8, 28, 63, 46, 47, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 18	Obtain full information for crimes, traffic incidents, and other requests for law enforcement services.
Knowledge	119, 61, 59, 78, 10, 79, 74, 16, 6, 9, 63, 20, 60, 107, 11, 62, 122, 106, 80, 72, 68, 112, 64, 142, 70, 17, 85, 12, 126, 88, 77, 118, 23, 111, 33, 86, 130, 84, 22, 98, 19, 131, 125, 81, 136, 135, 30, 147, 146, 29, 36, 92, 100, 95, 90, 91, 26, 148, 101, 32
Skills	6, 23, 41, 5, 2, 38, 3, 29, 22, 35, 17, 1, 7, 21, 26, 27, 11, 37, 30, 59, 61, 39, 4, 19, 56, 24, 25, 58, 31, 60, 33, 50, 20, 10, 43, 55, 51, 16, 53, 48, 49, 54, 12, 44, 45, 57, 14, 13, 34, 9, 8, 28, 63, 46, 47, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 19	Obtain full information for medical emergencies.
Knowledge	119, 7, 61, 120, 59, 78, 104, 10, 115, 16, 9, 63, 20, 60, 71, 103, 11, 75, 80, 72, 68, 70, 17, 87, 24, 73, 69, 77, 23, 67, 89, 147, 146, 29, 92, 91, 3, 5, 4, 47
Skills	6, 42, 23, 41, 5, 2, 38, 3, 29, 22, 35, 17, 1, 40, 7, 21, 26, 27, 11, 37, 36, 30, 59, 61, 39, 32, 4, 19, 24, 58, 31, 60, 33, 20, 10, 43, 55, 51, 12, 44, 45, 14, 9, 8, 63, 46, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13

Task 20	Obtain full information for fire emergencies.
Knowledge	119, 7, 61, 120, 59, 78, 104, 10, 115, 16, 9, 63, 20, 60, 71, 103, 11, 75, 80, 72, 68, 70, 17, 87, 24, 73, 69, 77, 23, 67, 89, 147, 146, 29, 92, 91, 3, 5, 47
Skills	6, 42, 23, 41, 5, 2, 38, 3, 29, 22, 35, 17, 1, 40, 7, 21, 26, 27, 11, 37, 36, 30, 59, 61, 39, 32, 4, 19, 24, 58, 31, 60, 33, 20, 10, 43, 55, 51, 12, 44, 45, 14, 9, 8, 28, 63, 46, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 21	Obtain full information for safety hazards (e.g., chemical spills, power lines down, flooded streets).
Knowledge	119, 61, 59, 78, 10, 115, 79, 16, 63, 20, 60, 71, 107, 122, 106, 80, 72, 68, 64, 141, 70, 17, 85, 87, 24, 12, 133, 73, 88, 69, 77, 118, 13, 23, 111, 33, 18, 67, 86, 84, 89, 22, 98, 19, 131, 81, 136, 135, 30, 132, 76, 147, 146, 29, 36, 99, 92, 100, 108, 140, 138, 95, 82, 91, 139, 51, 25, 26, 40, 148, 28, 27, 41, 58, 57, 101, 49, 3, 5, 2, 55, 48
Skills	23, 5, 2, 3, 29, 22, 17, 1, 7, 21, 26, 27, 11, 30, 59, 61, 39, 4, 19, 56, 24, 25, 58, 60, 33, 50, 20, 10, 55, 16, 53, 54, 12, 44, 45, 57, 14, 9, 8, 28, 46
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 22	Calm emotionally upset citizens.
Knowledge	119, 7, 61, 1, 120, 59, 78, 10, 79, 74, 16, 9, 63, 60, 71, 107, 11, 122, 72, 68, 64, 141, 85, 87, 12, 73, 88, 69, 33, 67, 84, 89, 22, 154, 34, 81, 76, 147, 36, 92, 38, 37, 35, 93, 140, 138, 137, 95, 50, 90, 91, 53, 139, 51, 94, 54, 40, 148, 96, 41, 52, 58, 44, 57, 101, 49, 56, 3, 5, 39, 2, 43
Skills	23, 5, 2, 3, 22, 1, 21, 26, 11, 30, 59, 61, 39, 4, 19, 24, 25, 58, 60, 20, 10, 55, 15, 44, 45, 57, 14, 34, 9, 8, 18, 28, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13

Task 23	Handle abusive citizens (e.g., irate, rude, obscene).
Knowledge	119, 7, 61, 1, 120, 59, 78, 10, 79, 74, 16, 9, 63, 60, 71, 107, 11, 122, 75, 72, 68, 64, 141, 70, 85, 87, 12, 73, 88, 69, 33, 67, 84, 89, 22, 154, 34, 81, 76, 147, 36, 92, 38, 37, 35, 93, 140, 138, 137, 95, 50, 90, 91, 53, 139, 51, 94, 54, 40, 148, 96, 41, 52, 58, 44, 57, 101, 49, 56, 3, 5, 39, 2, 43
Skills	23, 5, 2, 3, 22, 1, 21, 26, 11, 30, 59, 61, 39, 4, 19, 24, 25, 58, 60, 20, 10, 55, 15, 44, 45, 57, 14, 34, 9, 8, 18, 28, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 24	Communicate with intoxicated citizens.
Knowledge	119, 7, 61, 1, 120, 59, 78, 10, 79, 74, 16, 9, 63, 60, 71, 107, 11, 122, 75, 72, 68, 64, 141, 85, 87, 12, 73, 88, 69, 33, 67, 84, 89, 22, 154, 34, 81, 76, 147, 36, 92, 38, 37, 35, 93, 140, 138, 137, 95, 50, 90, 91, 53, 139, 51, 94, 54, 40, 148, 96, 41, 52, 58, 44, 57, 101, 49, 56, 3, 5, 39, 2, 43
Skills	23, 5, 2, 3, 22, 1, 21, 26, 11, 30, 59, 61, 39, 4, 19, 24, 25, 58, 60, 20, 10, 55, 15, 44, 45, 57, 14, 34, 9, 8, 18, 28, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 25	Communicate with mentally unstable or suicidal citizens.
Knowledge	119, 7, 61, 1, 120, 59, 78, 10, 79, 74, 16, 9, 63, 60, 71, 107, 11, 122, 72, 68, 64, 141, 85, 87, 12, 73, 88, 69, 33, 67, 84, 89, 22, 154, 34, 81, 76, 147, 36, 92, 38, 37, 35, 93, 140, 138, 137, 95, 50, 90, 91, 53, 139, 51, 94, 54, 40, 148, 96, 41, 52, 58, 44, 57, 101, 49, 56, 3, 5, 39, 2
Skills	23, 5, 2, 3, 22, 1, 21, 26, 11, 30, 59, 61, 39, 4, 19, 24, 25, 58, 60, 20, 10, 55, 15, 44, 45, 57, 14, 34, 9, 8, 18, 28, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 26	Communicate with speech-impaired citizens.
Knowledge	119, 7, 61, 1, 120, 59, 78, 10, 79, 74, 16, 9, 63, 60, 71, 107, 11, 122, 75, 72, 68, 64, 141, 70, 85, 87, 12, 73, 88, 69, 33, 67, 84, 89, 22, 154, 34, 81, 76, 147, 36, 92, 38, 37, 35, 93, 140, 138, 137, 95, 50, 90, 91, 53, 139, 51, 94, 54, 40, 148, 96, 41, 52, 58, 44, 57, 101, 49, 56, 3, 5, 39, 2, 43
Skills	23, 5, 2, 3, 22, 1, 21, 26, 11, 30, 59, 61, 39, 4, 19, 24, 25, 58, 60, 20, 10, 55, 15, 44, 45, 57, 14, 34, 9, 8, 18, 28, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 27	Communicate with very young citizens (i.e., juveniles).
Knowledge	119, 7, 61, 1, 120, 59, 78, 10, 79, 74, 16, 9, 63, 60, 71, 107, 11, 122, 72, 68, 64, 141, 70, 85, 87, 12, 73, 88, 69, 33, 67, 84, 89, 22, 154, 34, 81, 76, 147, 36, 92, 38, 37, 35, 93, 140, 138, 137, 95, 50, 90, 91, 53, 139, 51, 94, 54, 40, 148, 96, 41, 52, 58, 44, 57, 101, 49, 56, 3, 5, 39, 2, 43
Skills	23, 5, 2, 3, 22, 1, 21, 26, 11, 30, 59, 61, 39, 4, 19, 24, 25, 58, 60, 20, 10, 55, 15, 44, 45, 57, 14, 34, 9, 8, 18, 28, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13

Task 28	Communicate with elderly citizens.
Knowledge	119, 7, 61, 1, 120, 59, 78, 10, 79, 74, 16, 9, 63, 60, 71, 107, 11, 122, 75, 72, 68, 64, 141, 85, 87, 12, 73, 88, 69, 33, 67, 84, 89, 22, 154, 34, 81, 76, 147, 36, 92, 38, 37, 35, 93, 140, 138, 137, 95, 50, 90, 91, 53, 139, 51, 94, 54, 40, 148, 96, 41, 52, 58, 44, 57, 101, 49, 56, 3, 5, 39, 2, 43
Skills	23, 5, 2, 3, 22, 1, 21, 26, 11, 30, 59, 61, 39, 4, 19, 24, 25, 58, 60, 20, 10, 55, 15, 44, 45, 57, 14, 34, 9, 8, 18, 28, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 29	Evaluate initial complaint information to determine what action is necessary.
Knowledge	119, 7, 61, 1, 59, 78, 10, 79, 74, 16, 6, 9, 63, 20, 60, 11, 75, 80, 72, 68, 141, 70, 17, 87, 73, 88, 69, 23, 33, 150, 18, 67, 89, 19, 8, 76, 147, 36, 92, 37, 35, 93, 140, 138, 137, 95, 50, 90, 97, 91, 53, 51, 94, 54, 96, 52, 58, 44, 57, 49, 56, 3, 5, 39, 2, 55, 32, 43, 4, 47, 42, 46, 45, 48
Skills	6, 23, 5, 2, 38, 3, 29, 22, 1, 21, 26, 27, 11, 30, 59, 61, 39, 4, 19, 24, 25, 58, 20, 10, 43, 55, 15, 12, 44, 45, 57, 14, 34, 9, 8, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 30	Determine appropriate agency for complaints and requests.
Knowledge	7, 61, 1, 78, 10, 79, 16, 6, 60, 80, 112, 77, 13, 23, 111, 19, 135, 29, 138
Skills	6, 23, 5, 2, 38, 3, 29, 22, 1, 21, 26, 27, 11, 30, 59, 61, 39, 4, 19, 24, 25, 58, 20, 10, 43, 55, 15, 12, 44, 45, 57, 14, 34, 9, 8, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13

Task 31	Determine dispatching priority when multiple incidents are pending.
Knowledge	119, 7, 61, 1, 104, 10, 115, 113, 20, 11, 122, 80, 112, 69, 23, 33, 34, 136, 8, 36, 38, 35, 50, 51, 40, 52, 44, 57, 3, 5, 2
Skills	6, 42, 23, 41, 5, 2, 38, 3, 29, 22, 1, 21, 26, 27, 11, 30, 59, 61, 39, 4, 19, 24, 25, 58, 20, 10, 43, 55, 15, 12, 44, 45, 57, 14, 34, 9, 8, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 32	Classify complaint or incident by type and code (e.g., civil, criminal).
Knowledge	119, 61, 1, 59, 78, 10, 79, 114, 20, 60, 106, 23, 53, 58, 57, 49, 56, 55, 43
Skills	6, 23, 5, 2, 38, 3, 22, 1, 26, 27, 30, 59, 61, 39, 24, 25, 10, 12, 13, 9
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 33	Summarize incident for dispatching purposes.
Knowledge	119, 61, 1, 120, 104, 10, 115, 16, 114, 113, 9, 20, 122, 106, 80, 105, 112, 102, 17, 23, 111, 33, 98, 154, 123, 36, 110, 50, 51, 40, 41, 49, 56, 3, 5, 4
Skills	3, 35, 17, 26, 27, 36, 32, 31, 33, 14, 34
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 34	Enter incident information into computer system (e.g., CAD).
Knowledge	119, 7, 61, 1, 78, 10, 79, 74, 16, 63, 60, 71, 11, 122, 75, 80, 72, 68, 64, 142, 23, 33, 67, 127, 34, 21, 152, 76, 146, 36, 38, 35, 93, 50, 53, 51, 40, 148, 41, 52, 56, 3, 5, 39, 2, 32, 43, 4, 47, 42, 46, 45, 48
Skills	6, 41, 3, 29, 22, 17, 7, 27, 11, 30, 61, 19, 56, 10, 12, 14, 34, 9, 8, 63, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13

Task 35	Call to check on welfare of citizens (e.g., from 911 hang ups).
Knowledge	119, 61, 1, 59, 78, 10, 115, 79, 74, 16, 9, 63, 20, 60, 71, 107, 116, 122, 75, 106, 80, 72, 68, 64, 141, 70, 85, 87, 133, 73, 88, 69, 77, 84, 89, 22, 19, 81, 132, 76, 147, 92, 37, 93, 140, 138, 137, 40, 148, 96, 41, 52, 44, 57, 101, 49, 56, 43
Skills	6, 23, 41, 5, 2, 38, 3, 29, 22, 17, 7, 21, 26, 27, 11, 30, 59, 61, 39, 4, 19, 24, 25, 33, 50, 20, 10, 43, 55, 16, 15, 44, 57, 14, 34, 9, 8
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 36	Perform telephone number trace (i.e., ping).
Knowledge	119, 7, 61, 1, 59, 78, 10, 16, 9, 20, 107, 62, 122, 80, 64, 141, 133, 89, 22, 98, 19, 81, 66, 82, 148, 96, 41, 101
Skills	38, 22, 7, 21, 11, 30, 4, 19, 24, 58, 20, 43, 12, 44, 13, 9, 8, 28
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 37	Call other agencies to obtain information.
Knowledge	119, 7, 61, 1, 78, 10, 115, 16, 9, 63, 107, 11, 106, 17, 77, 23, 98, 136, 135, 29, 138
Skills	6, 41, 5, 2, 22, 1, 7, 27, 59, 61, 39, 58, 20, 44, 34, 9, 28
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 38	Handle TDoS (Telephony Denial of Service) events (e.g., interruption to phone service due to catastrophic events).
Knowledge	119, 7, 61, 78, 10, 113, 6, 9, 20, 60, 122, 64, 17, 24, 12, 133, 77, 23, 18, 81, 66, 65, 40, 32, 45
Skills	6, 41, 2, 3, 29, 22, 35, 17, 7, 21, 26, 27, 59, 61, 39, 4, 25, 58, 60, 33, 20, 10, 55, 13, 9, 28, 63
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 39	Utilize enhanced mapping systems for 911 geo-location (e.g., RapidDeploy, RapidSOS).
Knowledge	119, 7, 78, 10, 16, 113, 6, 9, 20, 117, 17, 81, 147, 82, 145, 40, 148
Skills	6, 41, 5, 2, 3, 29, 22, 35, 17, 21, 26, 27, 30, 59, 61, 39, 58, 60, 33, 20, 10, 43, 44, 13, 9, 63
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13

Content Area 2. Providing Information to the Public and Other Agencies

Task 40	Provide general information to the public (e.g., phone numbers, agency services).
Knowledge	59, 78, 16, 63, 20, 60, 71, 80, 68, 85, 87, 88, 69, 86, 84, 89, 34, 8, 76, 92, 38, 35, 93, 140, 138, 137, 95, 90, 91, 139, 51, 94, 40, 148, 96, 41, 58
Skills	2, 1, 20
Abilities	13, 1, 3, 21
Traits	12, 14
Task 41	Provide requested information to other departments and agencies.
Knowledge	119, 1, 120, 16, 114, 9, 106, 133, 77, 118, 83, 111, 98, 136, 135, 8, 29, 99, 100, 108, 140, 138, 137, 97, 139, 26, 28, 27, 3, 5, 2, 4
Skills	6, 2, 3, 17, 1, 28
Abilities	13, 3, 21, 4
Traits	6, 7, 9
Task 42	Provide information to the news media, in accordance with your agency's policy.
Knowledge	10, 9, 11, 85, 87, 83, 86, 84, 22, 123, 99
Skills	6, 2, 1, 20, 18, 62
Abilities	1, 3, 21, 2, 4
Traits	2, 4, 8
Task 43	Provide other departments or agencies of emergency information.
Knowledge	119, 1, 120, 16, 114, 9, 106, 133, 77, 118, 83, 111, 98, 136, 135, 8, 29, 99, 100, 108, 140, 138, 137, 97, 139, 26, 28, 27, 3, 5, 2, 4
Skills	2, 3, 1, 32, 20, 10, 28
Abilities	3, 21, 4
Traits	1, 4, 7, 9, 11
Task 44	Refer or transfer caller to appropriate department or agency.
Knowledge	119, 7, 79, 16, 113, 63, 60, 77, 8, 138, 137, 139
Skills	21, 24, 20
Abilities	1, 21, 7
Traits	11
Task 45	Explain departmental procedures and policies to the public.
Knowledge	7, 61, 59, 79, 74, 16, 63, 60, 80, 64, 85, 87, 88, 18, 8, 138
Skills	2, 17, 1, 26
Abilities	3, 21
Traits	2

Task 46	Explain legal processes and procedures to the public.
Knowledge	33, 22, 34, 8, 36, 38, 37, 35, 53
Skills	2, 17, 1, 26
Abilities	3, 21
Traits	2
Task 47	Explain civil processes to the public.
Knowledge	34, 93
Skills	2, 17, 1, 26
Abilities	3, 21
Traits	2
Task 48	Advise citizens of the status of their complaint or incident.
Knowledge	61, 79, 112, 85, 18, 40
Skills	23, 2, 17, 1, 20
Abilities	3, 21
Traits	4, 12
Task 49	Advise citizens of actions to take during emergency crime situations.
Knowledge	87, 88, 89, 92
Skills	23, 2, 1, 4, 20, 44, 45, 28
Abilities	3, 21, 4
Traits	1, 4, 11, 12
Task 50	Advise citizens of actions to take during non-emergency crime situations.
Knowledge	87, 88, 89, 92
Skills	23, 2, 1, 4, 20, 44, 45, 28
Abilities	3, 21, 4
Traits	1, 4, 11, 12
Task 51	Advise citizens of actions to take in traffic collisions.
Knowledge	87, 89, 92
Skills	23, 2, 1, 4, 20, 44, 45, 28
Abilities	3, 21, 4
Traits	1, 4, 11, 12
Task 52	Advise citizens of actions to take during fire emergencies.
Knowledge	87, 92, 95, 91
Skills	23, 2, 1, 4, 20, 44, 45, 28
Abilities	3, 21, 4
Traits	1, 4, 11, 12

Task 53	Advise citizens of actions to take during medical emergencies.
Knowledge	87, 92, 95, 90
Skills	23, 2, 1, 4, 20, 44, 45, 28
Abilities	3, 21, 4
Traits	1, 4, 11, 12
Task 54	Advise citizens of actions to take in hazardous situations (e.g., chemical spills, severe weather).
Knowledge	87, 89, 92, 95, 90
Skills	23, 2, 1, 4, 20, 44, 45, 28
Abilities	3, 21, 4
Traits	1, 4, 11, 12
Task 55	Advise citizens of crime prevention techniques.
Knowledge	87, 94
Skills	23, 2, 22, 1, 45, 28
Abilities	3, 21, 5
Traits	11, 12
Task 56	Advise citizens regarding crime reporting via internet.
Knowledge	88
Skills	2, 1, 24, 20, 28
Abilities	3, 21, 10, 7
Traits	6, 11, 12
Task 57	Advise citizens of information via social media (e.g., NIXLE, Facebook, Instagram, Twitter).
Knowledge	148, 101
Skills	61, 10, 45, 28
Abilities	2, 4, 8, 15
Traits	12
Task 58	Determine what information, if any, should be provided to requester (i.e., verify "right to know").
Knowledge	85, 133, 83, 86, 84, 98, 97
Skills	56, 28, 62
Abilities	3, 21, 4
Traits	2, 3, 11
Task 59	Request other departments or agencies for assistance in an emergency.
Knowledge	77, 118, 136, 135, 29, 26
Skills	2, 1, 20, 34, 28, 47
Abilities	13, 3, 21, 20, 17, 8, 11, 15, 19, 16, 14
Traits	1, 3, 5, 4, 6, 7, 11, 12

Task 60	Testify in court.
Knowledge	7, 20, 14
Skills	2, 3, 1
Abilities	1, 3, 21, 9
Traits	2, 3, 4, 8
Task 61	Participate in community outreach efforts (e.g., neighborhood watch, citizen academy, hospital-based classes, 911 for kids).
Knowledge	11, 75, 70
Skills	4, 57, 28
Abilities	1, 3, 21, 8
Traits	2, 3, 12, 10
Task 62	Initiate public notification systems (e.g., Reverse 911, Silver, Yellow/Gold, Blue, Amber Alert).
Knowledge	99
Skills	11, 10, 43, 44, 45, 8, 28
Abilities	4, 8, 15
Traits	12

Content Area 3. Monitoring Field Units and Emergency Systems

Task 63	Monitor and respond to radio transmissions from law enforcement field units.
Knowledge	119, 1, 120, 104, 115, 114, 113, 103, 107, 106, 102, 123
Skills	6, 42, 41, 5, 2, 38, 3, 35, 17, 1, 40, 37, 36, 59, 61, 39, 32, 25, 31, 33, 10, 43, 46, 47
Abilities	13, 1, 3, 21, 10, 6, 12, 20, 7, 17, 8, 11, 9, 15, 19, 16, 14, 5, 18
Traits	1, 3, 4, 7, 11
Task 64	Monitor and respond to fire department radio transmissions.
Knowledge	119, 104, 114, 103, 107, 106, 3, 5
Skills	6, 42, 41, 5, 2, 38, 3, 35, 17, 1, 40, 37, 36, 59, 61, 39, 32, 25, 31, 33, 10, 43, 46, 47
Abilities	13, 1, 3, 21, 10, 6, 12, 20, 7, 17, 11, 9, 15, 19, 16, 14, 5, 18
Traits	1, 3, 4, 7, 11
Task 65	Monitor and respond to other public service radio transmissions.
Knowledge	111, 138
Skills	6, 42, 41, 5, 2, 38, 3, 35, 17, 1, 40, 37, 36, 59, 61, 39, 32, 25, 31, 33, 10, 43, 46, 47
Abilities	13, 1, 3, 21, 10, 6, 12, 20, 7, 17, 11, 9, 15, 19, 16, 14, 5, 18
Traits	1, 3, 4, 7, 11
Task 66	Monitor and respond to alarm systems maintained by your agency.
Knowledge	141
Skills	46
Abilities	13, 10, 20, 19
Traits	1, 3, 4, 7, 11
Task 67	Monitor and respond to teletype messages (e.g., NCIC, CLETS).
Knowledge	120, 133, 126, 83, 130, 127, 128, 131, 125
Skills	2, 1, 11, 56, 50, 55, 51, 16, 53, 48, 49, 54, 63, 62
Abilities	1, 3, 2, 10, 4, 9
Traits	2, 3
Task 68	Monitor, coordinate, and update status information for multiple field units and incidents.
Knowledge	119, 104, 115, 117, 121, 103, 107, 116, 122, 106, 105, 102
Skills	6, 42, 41, 5, 2, 38, 3, 35, 1, 40, 37, 36, 59, 39, 32, 31, 33, 10, 63
Abilities	13, 1, 3, 21, 2, 10, 4, 9
Traits	1, 5, 4, 6, 7, 9, 11

Task 69	Contact law enforcement and/or fire department field units by radio for welfare checks.
Knowledge	1, 117, 103, 116, 122, 102
Skills	6, 41, 2, 3, 1, 32, 31, 63
Abilities	13, 1, 3, 21, 2, 4
Traits	1, 5, 4, 6
Task 70	Receive requests from law enforcement field units and process according to department policy (e.g., tow requests).
Knowledge	118, 111, 138, 137, 139
Skills	6, 42, 41, 5, 2, 38, 3, 35, 1, 40, 26, 27, 37, 36, 39, 32, 31, 33, 10
Abilities	13, 1, 3, 21, 10, 6, 12, 20, 4, 7, 17, 8, 11, 9, 19, 16
Traits	1, 3, 4, 7, 11

Content Area 4. Dispatching Personnel and Resources

Task 71	Determine appropriate police personnel and resources to dispatch to incidents.
Knowledge	115, 114, 113, 117, 116, 122, 112, 118, 111
Skills	41, 3, 40, 37, 43
Abilities	13, 10, 6, 7
Traits	1, 3, 5, 6, 7, 9
Task 72	Dispatch by voice-initiated radio transmissions and/or car computer systems.
Knowledge	104, 103, 107, 106, 105, 102
Skills	2, 38, 35, 17, 1, 61, 32, 31, 33
Abilities	13, 1, 3, 21, 2, 4
Traits	1, 5, 4, 6
Task 73	Dispatch specialized law enforcement units to calls for service (e.g., SWAT, canine, investigators).
Knowledge	119, 121, 122, 112, 111
Skills	41, 3, 40, 37, 43, 47
Abilities	13, 10, 6, 7
Traits	1, 3, 5, 6, 7, 9
Task 74	Dispatch fire personnel to calls for service.
Knowledge	1, 117, 103, 116, 122, 102, 3, 5
Skills	2, 38, 35, 17, 1, 61, 32, 31
Abilities	13, 1, 3, 21, 2, 4
Traits	1, 5, 4, 6
Task 75	Dispatch emergency medical units or ambulance to calls for service.
Knowledge	117, 103, 116, 102, 2, 4
Skills	2, 38, 35, 17, 1, 61, 32, 31
Abilities	13, 1, 3, 21, 2, 4
Traits	1, 5, 4, 6
Task 76	Dispatch other public service units to calls for service (e.g., utilities, traffic signals, trees).
Knowledge	111, 138
Skills	2, 38, 35, 17, 1, 61, 32, 31
Abilities	13, 1, 3, 21, 2, 4
Traits	1, 5, 4, 6

Task 77	Contact other agencies to request assistance.
Knowledge	16, 122, 118, 108
Skills	6, 2, 3, 22, 1, 10
Abilities	13, 3, 21, 8
Traits	4, 7
Task 78	Coordinate mutual aid agency response.
Knowledge	29, 26, 28, 27
Skills	6, 2, 3, 22, 1, 10
Abilities	13, 3, 21, 8
Traits	4, 7
Task 79	Direct and coordinate response of multiple field units (from communications center or field location).
Knowledge	119, 104, 115, 117, 121, 103, 107, 116, 122, 106, 105, 102
Skills	41, 3, 40, 37, 43
Abilities	13, 10, 6, 7
Traits	1, 3, 5, 6, 7, 9
Task 80	Broadcast all-points bulletins.
Knowledge	120, 105, 123, 110
Skills	6, 2, 3, 35, 1, 36, 32, 31, 33, 10
Abilities	1, 3, 21, 2, 4
Traits	12
Task 81	Transmit emergency bulletins by teletype or computer.
Knowledge	133, 126, 131, 125
Skills	10, 16
Abilities	4, 8
Traits	2, 12

Content Area 5. Providing Information to Field Units

Task 82	Use resource materials to obtain specifically requested information for field units (e.g., codes, Criss Cross directory, telephone numbers).
Knowledge	1, 20, 134, 147, 146, 148, 101
Skills	6, 7, 14
Abilities	13, 1, 10, 12, 18
Traits	1, 5, 9
Task 83	Provide requested information to law enforcement field units.
Knowledge	1, 120, 103, 11, 105, 102, 123
Skills	1, 36, 32, 58, 31, 33
Abilities	3, 21, 8, 18
Traits	1, 5, 7, 9
Task 84	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).
Knowledge	119, 120, 104, 115, 16, 113, 103, 122, 105, 142, 102, 136, 135, 29, 99, 140, 25
Skills	42, 2, 35, 1, 36, 32, 31
Abilities	3, 21, 8
Traits	1, 5, 4, 9, 11, 12
Task 85	Coordinate communications between field units.
Knowledge	7, 1, 104, 6, 121, 11, 142, 102, 124, 111, 110, 109, 145, 26
Skills	6, 42, 41, 5, 3, 35, 40, 7, 61, 31, 33, 47
Abilities	1, 10, 20, 19, 5
Traits	1, 5, 7, 9, 11
Task 86	Advise field units of updated information regarding an incident.
Knowledge	119, 1, 120, 104, 115, 114, 113, 6, 103, 116, 122, 105, 112, 102, 133, 111, 123, 110
Skills	2, 38, 3, 17, 1, 36, 32, 31
Abilities	3, 21, 2, 10, 7, 8, 18
Traits	1, 5, 4, 9, 11, 12
Task 87	Query database for vehicle license, registration, and stolen vehicle information.
Knowledge	7, 1, 120, 20, 133, 126, 127, 125, 134, 146
Skills	56, 50, 51, 54
Abilities	10, 12, 11, 18
Traits	2, 3, 6, 9

Task 88	Query database for criminal history information (e.g., national, state, local).
Knowledge	7, 1, 120, 20, 133, 126, 83, 130, 128, 131, 123, 125, 134, 146
Skills	56, 50, 55, 16, 53, 48, 49, 54, 13, 63
Abilities	10, 12, 11, 18
Traits	2, 3, 6, 9
Task 89	Query database for driver's license information.
Knowledge	7, 1, 120, 20, 133, 126, 127, 131, 125, 134, 146
Skills	56, 50, 51, 54
Abilities	10, 12, 11, 18
Traits	2, 3, 6, 9
Task 90	Query database for information regarding wants and warrants.
Knowledge	7, 1, 120, 20, 133, 126, 130, 128, 131, 123, 125, 134, 146, 35
Skills	56, 50, 55, 16, 53, 48, 49, 54, 13, 63
Abilities	10, 12, 11, 18
Traits	2, 3, 6, 9
Task 91	Query database for stolen property information.
Knowledge	7, 1, 20, 133, 126, 125, 134, 146
Skills	56, 50, 55, 16, 53, 48, 49, 13, 63
Abilities	10, 12, 11, 18
Traits	2, 3, 6, 9
Task 92	Query database for gun information.
Knowledge	7, 1, 120, 20, 133, 126, 130, 128, 131, 123, 125, 134, 146
Skills	56, 50, 55, 16, 53, 48, 49, 54, 13, 63
Abilities	10, 12, 11, 18
Traits	2, 3, 6, 9
Task 93	Query database for LoJack information.
Knowledge	7, 1, 120, 20, 133, 126, 127, 131, 125, 134, 146
Skills	56, 50, 51, 54
Abilities	10, 12, 11, 18
Traits	2, 3, 6, 9
Task 94	Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards).
Knowledge	7, 1, 120, 20, 106, 133, 126, 130, 128, 131, 123, 21, 125, 134, 132, 146, 38
Skills	56, 50, 55, 16, 53, 48, 49, 54, 13, 63
Abilities	10, 12, 11, 18
Traits	2, 3, 6, 9

Task 95	Establish field perimeters using mapping systems.
Knowledge	16, 117, 121, 142, 23, 147
Skills	35, 40, 30, 43, 44
Abilities	3, 10, 6, 12, 7, 5, 18
Traits	1, 3, 5, 4, 6, 7, 9, 11, 12
Task 96	Track bait cars.
Knowledge	119, 16, 121, 142, 23, 111, 82
Skills	35, 40, 30, 43, 44, 46
Abilities	3, 10, 6, 12, 7, 5, 18
Traits	1, 3, 5, 4, 6, 7, 9, 11, 12
Task 97	Access homeowners' security cameras (e.g., Ring®, Arlo®).
Knowledge	7, 10, 16, 20, 33, 50, 148
Skills	12, 46
Abilities	10, 6, 12, 7, 18
Traits	2, 3, 4, 6, 12

Content Area 6. Reporting and Recordkeeping

Task 98	Complete ALI routing sheet (911 distribution correction form).
Knowledge	20, 62, 141, 21, 81, 66, 65
Skills	21, 12, 8
Abilities	2, 4, 8, 18
Traits	9, 12
Task 99	Document equipment malfunctions.
Knowledge	7, 120, 20, 122, 142, 141, 24, 124, 23, 19, 21, 152, 146, 110, 143, 145, 144, 25
Skills	35, 21, 12, 13, 8
Abilities	2, 4, 8, 18
Traits	9, 12
Task 100	Document calls for service that are referred to other agencies.
Knowledge	7, 59, 78, 79, 16, 6, 63, 20, 60, 80, 72, 68, 141, 77, 23, 22, 98, 152, 140, 138, 137, 139
Skills	6, 23, 38, 3, 29, 22, 21, 26, 11, 30, 59, 61, 4, 24, 20, 10, 12, 45, 9, 28
Abilities	13, 1, 3, 21, 6, 4, 7, 15, 19, 14, 5, 18
Traits	2, 3, 8, 9, 11, 12, 14
Task 101	Enter or update information in computer database (e.g., stolen vehicle, property).
Knowledge	7, 20, 80, 133, 126, 130, 127, 128, 131, 125, 134, 132, 146, 99, 41
Skills	11, 61, 50, 51, 53, 48, 15, 49, 54, 12, 14, 13, 8, 63, 62
Abilities	2, 12, 4, 8, 11, 15, 14, 18
Traits	2, 3, 6, 9, 12, 14
Task 102	Issue case and/or report numbers.
Knowledge	7, 1, 20
Skills	6, 7, 61, 63
Abilities	13, 1, 3, 21, 15, 19, 14, 18
Traits	1, 5, 9
Task 103	Maintain resource materials in the communications center.
Knowledge	7, 20, 24, 124, 134, 146
Skills	12, 13
Abilities	2, 4, 15, 14, 18
Traits	6, 9

Task 104	Maintain towing agency rotation log.
Knowledge	7, 113, 9, 20, 132, 146
Skills	7, 61, 43, 12, 8
Abilities	1, 4, 15, 19, 14, 18
Traits	3, 9
Task 105	Prepare or update procedure manuals.
Knowledge	7, 20, 24, 124, 134, 146
Skills	12, 13
Abilities	2, 4, 15, 14, 18
Traits	6, 9
Task 106	Review documents and materials to prepare to testify in court.
Knowledge	1, 10, 20, 22, 21, 8, 14
Skills	17, 16, 18
Abilities	2, 19, 18
Traits	2, 9
Task 107	Create CAD events on information received by computer (e.g., email) or teletype.
Knowledge	7, 61, 1, 79, 114, 63, 20, 60, 80, 64, 33, 18, 22, 34, 35, 53, 54
Skills	29, 11, 61, 10, 16, 9
Abilities	2, 10, 6, 4, 7, 11, 15, 14, 18
Traits	6, 9, 12
Task 108	Create CAD events on information received verbally (e.g., by radio or telephone).
Knowledge	119, 7, 61, 1, 59, 78, 79, 74, 63, 60, 71, 62, 75, 80, 72, 68, 64, 142, 141, 70, 73, 69, 77, 67, 81, 76, 66, 65
Skills	6, 23, 5, 2, 3, 29, 22, 1, 7, 21, 26, 27, 11, 30, 59, 61, 4, 24, 25, 20, 10, 9, 8, 28
Abilities	13, 1, 3, 21, 2, 6, 12, 20, 4, 7, 8, 15, 19, 14, 18
Traits	1, 5, 4, 6, 8, 9, 11, 12, 14, 13
Task 109	Input information received verbally into CAD for reporting purposes.
Knowledge	119, 7, 61, 1, 59, 78, 79, 74, 63, 60, 71, 62, 75, 80, 72, 68, 64, 142, 141, 70, 73, 69, 77, 67, 81, 76, 66, 65
Skills	6, 23, 5, 2, 3, 29, 22, 1, 7, 21, 26, 27, 11, 30, 59, 61, 4, 24, 25, 20, 10, 9, 8, 28
Abilities	13, 1, 3, 21, 2, 6, 12, 20, 4, 7, 8, 15, 19, 14, 18
Traits	1, 5, 4, 6, 8, 9, 11, 12, 14, 13
Task 110	Write intra-departmental memos.
Knowledge	7, 1, 6, 20, 23, 19, 8
Skills	61, 58, 60, 10, 12, 45, 14, 9, 18
Abilities	2, 4, 8, 14, 18
Traits	6, 9

Content Area 7. Facility Operations

Task 111	Conduct tours of the emergency response center.
Knowledge	7, 59, 104, 10, 6, 9, 20, 117, 11, 62, 142, 141, 17, 85, 12, 23, 149, 19, 21, 81, 8, 30, 147, 146, 31, 143, 109, 40, 41
Skills	2, 1, 59, 58, 57
Abilities	1, 3, 12, 8
Traits	4, 6, 7, 8, 10, 14
Task 112	Host sit-alongs (pre-pandemic).
Knowledge	7, 59, 104, 10, 6, 9, 20, 117, 11, 62, 142, 141, 17, 85, 12, 23, 149, 19, 21, 81, 8, 30, 147, 146, 31, 143, 109, 40, 41
Skills	2, 1, 59, 58, 57
Abilities	1, 3, 12, 8
Traits	4, 6, 7, 8, 10, 14
Task 113	Maintain the cleanliness and order of the emergency response center (pre-pandemic).
Knowledge	7, 6, 142, 23, 144
Skills	58
Abilities	13, 1, 3, 7, 15, 14
Traits	2, 3, 6, 7, 9, 12, 10, 14, 13
Task 114	Monitor and control the facility's security system (e.g., secure access points, cameras, sallyport doors).
Knowledge	7, 20, 11, 23, 30, 143
Skills	41, 46
Abilities	1, 3, 21, 10, 6, 12, 15, 19, 14, 18
Traits	2, 3, 4, 6, 7, 9, 12, 10, 14, 13
Task 115	Monitor audio recording systems.
Knowledge	7, 20, 11, 23, 30, 143
Skills	41, 46
Abilities	1, 3, 21, 10, 6, 12, 15, 19, 14, 18
Traits	2, 3, 4, 6, 7, 9, 12, 10, 14, 13
Task 116	Page employees.
Knowledge	7, 20, 11, 18, 19, 81, 30, 31, 27
Skills	35, 21, 20, 45, 46
Abilities	13, 2, 10, 6, 12, 4, 17, 8, 15, 14, 18
Traits	2, 3, 4, 6, 7, 8, 9, 12, 10, 13

Task 117	Perform general office assistance assignments.
Knowledge	7, 59, 10, 9, 20, 11, 80, 23, 18, 15, 36, 37, 66
Skills	22, 21, 59, 61, 25, 20, 43, 57, 9, 62
Abilities	13, 1, 3, 21, 2, 6, 4, 7, 9, 15, 19, 14, 18
Traits	2, 1, 3, 4, 6, 7, 8, 9, 12, 10, 14, 13
Task 118	Replace supplies used in office equipment (e.g., copy paper, printer ribbons).
Knowledge	7, 6, 142, 23
Skills	58
Abilities	13, 1, 3, 7, 15, 14
Traits	2, 3, 6, 7, 9, 12, 10, 14, 13
Task 119	Restart computer systems.
Knowledge	7, 6, 62, 142, 124, 23, 144
Skills	58
Abilities	13, 1, 3, 7, 15, 14
Traits	2, 3, 6, 7, 9, 12, 10, 14, 13
Task 120	Coordinate hand-over/receipt of communications operations to and from allied agencies in the event of system failure.
Knowledge	7, 6, 62, 142, 24, 124, 118, 23, 99, 144
Skills	58
Abilities	13, 1, 3, 7, 15, 14
Traits	2, 3, 6, 7, 9, 12, 10, 14, 13
Task 121	Assist with in-depth packet investigations for the district attorney's office.
Knowledge	1, 10, 20, 22, 21, 8, 14
Skills	17, 16, 18
Abilities	2, 19, 18
Traits	2, 9
Task 122	Update registered sex offender information.
Knowledge	7, 20, 80, 133, 126, 130, 127, 128, 131, 125, 134, 132, 146, 41
Skills	11, 61, 50, 51, 53, 48, 15, 49, 54, 12, 14, 13, 8, 63, 62
Abilities	2, 12, 4, 8, 11, 15, 14, 18
Traits	2, 3, 6, 9, 12, 14

Content Area 8. Training

Task 123	Provide classroom training to dispatchers.
Knowledge	59, 10, 20, 11, 17, 133, 126, 77, 150, 149, 154, 155, 152, 151, 153, 15, 40
Skills	6, 41, 22, 1, 59, 39, 25, 58, 60, 10, 12, 44, 57, 14, 13, 34, 9, 8, 18, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 11, 9, 19, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 124	Provide on-the-job training to new dispatchers.
Knowledge	119, 7, 61, 1, 120, 59, 78, 104, 10, 115, 79, 74, 114, 113, 6, 9, 63, 20, 60, 117, 71, 121, 103, 107, 11, 116, 62, 122, 75, 80, 105, 72, 68, 112, 64, 102, 70, 17, 85, 87, 24, 124, 12, 126, 88, 69, 77, 118, 23, 33, 18, 89, 155, 152, 110, 50, 26, 40, 27, 41, 14, 57, 101, 56, 3, 5, 55, 32, 43, 47, 42, 46
Skills	6, 41, 22, 1, 59, 39, 25, 58, 60, 10, 12, 44, 57, 14, 13, 34, 9, 8, 18, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 11, 9, 19, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 125	Provide and host POST public safety dispatcher's basic course.
Knowledge	119, 7, 61, 1, 120, 59, 78, 104, 10, 115, 79, 74, 114, 113, 6, 9, 63, 20, 60, 117, 71, 121, 103, 107, 11, 116, 62, 122, 75, 80, 105, 72, 68, 112, 64, 102, 70, 17, 85, 87, 24, 124, 12, 126, 88, 69, 77, 118, 23, 33, 18, 89, 155, 152, 110, 50, 26, 40, 27, 41, 14, 57, 101, 56, 3, 5, 55, 32, 43, 47, 42, 46
Skills	6, 41, 22, 1, 59, 39, 25, 58, 60, 10, 12, 44, 57, 14, 13, 34, 9, 8, 18, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 11, 9, 19, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13
Task 126	Provide and host other POST-certified courses (e.g., CTO school, CPT classes).
Knowledge	59, 10, 20, 11, 17, 133, 126, 77, 150, 149, 154, 155, 152, 151, 153, 15, 40
Skills	6, 41, 22, 1, 59, 39, 25, 58, 60, 10, 12, 44, 57, 14, 13, 34, 9, 8, 18, 62
Abilities	13, 1, 3, 21, 2, 10, 6, 12, 20, 4, 7, 11, 9, 19, 14, 5, 18
Traits	2, 1, 3, 5, 4, 6, 7, 8, 9, 11, 12, 10, 14, 13